Report:
Corporate Social Responsibility.

Formpipe.

"Whether you're a customer that we can help, a partner who shares our ambition, a shareholder who believes in our mission or purple-minded new talent that wants to become part of shaping our digital society – welcome."

— Christian Sundin, Formpipe CEO

Contents

1 Introduction

1.1 What is Corporate Social Responsibility?

Corporate social responsibility (CSR) refers to ways businesses can contribute to society in addition to their tax obligations. Formpipe's CSR initiatives form part of our mission and also feature outside of our core business model in the form of charitable donations and environmentalism.

Recent surveys show

70% of customers[1]   and   **80**% of investors[2]

want to see firms lower their environmental impact and have a positive effect on local communities. A comprehensive CSR strategy helps us demonstrate the value that consumers and financiers wish to see.

1.2 Why is Corporate Social Responsibility important?

While CSR isn't new, it's become increasingly important to consumers and investors.

Demonstrating CSR helps us cultivate a positive brand image and offer sustainable value to everyone that we interact with, from our partners, employees, shareholders and beyond. For example, by fostering a happy workforce, we can attract talent easier and maintain employee relationships for longer. Similarly, by achieving environmental sustainability through renewable resources, we ensure our products are available forever for our customers.

However, CSR can also simply be the right thing to do. Donating to vulnerable communities and important causes helps us be an even greater force for good in the world. Furthermore, creating a welcoming environment allows our employees to thrive while being themselves. As a result, we can nurture organic relationships with those around us, exchange exciting viewpoints about the company's future and share in cultural celebrations.

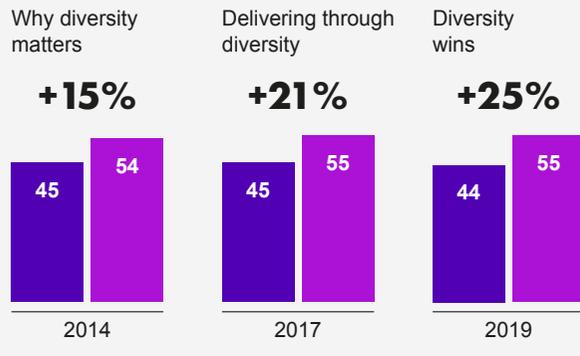[1] Business Wire (2019) Consumers Expect the Brands they Support to be Socially Responsible
[2] PwC (2021) The economic realities of ESG

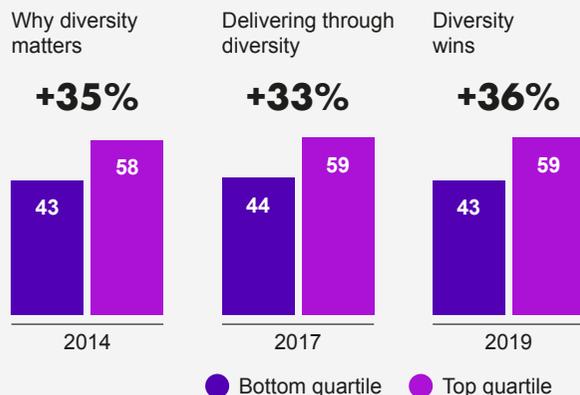**Financial performance is higher in firms with more diverse senior leadership teams[3]:**

The business case for diversity in executive teams remains strong.

Likelihood of financial outperformance,%

By gender diversity

Why diversity matters	Delivering through diversity	Diversity wins
+15%	**+21%**	**+25%**

By ethnic diversity

Why diversity matters	Delivering through diversity	Diversity wins
+35%	**+33%**	**+36%**

● Bottom quartile ● Top quartile

Therefore, CSR initiatives can help us grow as a business as much as it helps us mature as an organisation.

[3] McKinsey (2020) Diversity wins: How inclusion matters

1.3 What guides Formpipe's CSR?

Since 2004, our mission has been to build valuable relationships between data and people. Yet, as a growing tech company operating in the public and private sectors across two continents, we face unique business challenges.

We therefore look to our values to ground and guide us in how we should act in the interest of our stakeholders:

- **Passion for people** - We are proud of who we are and put people first

- **Understanding our customers** - We listen and create true business value

- **Respect and trust** - We are open-minded and we are honest

- **Perform with quality** - We take ownership and we act professionally

- **Lead by example** - We are value-driven and we support each other

- **Engage and have fun** - We have a unique team spirit and we love what we do

"Our values act as a daily compass, helping us balance the priorities of our stakeholders and make decisions in everyone's interest."

— Christian Sundin, Formpipe CEO

"We believe that being sustainable and socially responsible is a must have to be relevant now and in the future."

— Christian Sundin, Formpipe CEO

CSR is a key way for firms to differentiate themselves.

90%
of companies

on the S&P 500 index published a CSR report in 2019, compared to just **20%** in 2011[4].

[4] HBS (2021) 15 Eye-opening corporate social responsibility statistics

1.4 Why this report?

We believe we have lots to showcase as an organisation - after all, we are proud of who we are.

Our Scandinavian roots mean we already have a strong environmentalist culture and employee dynamic at Formpipe, which has only become stronger as we've grown into new territories.

Not many companies can say they're facilitating the modern relationship between citizens and the state, but our work with municipal governments in Europe stands as a testament to our forward-thinking mission. Moreover, our global partner network and international employee base demonstrates our passion for diversity.

However, we also recognise the need to do more.

We're keen to stand firm with our values and acknowledge that being a sustainable, socially responsible organisation is a process and journey as much as it is a goal. As such, we need to be transparent.

This CSR report will serve as a snapshot of our culture, leadership and growth, helping us stay accountable to our values and tracking our progress towards being a more sustainable, more socially responsible for our stakeholders.

2 Environmental impact

Sustainability is an endemic problem for humanity as a whole, so businesses must play their role in creating a shared, greener future.

That's why we pledge to safeguard the environment for current and future generations by limiting our negative impact on the earth to the greatest extent possible.

Though we're a global business today, we trace our roots back to Sweden and Denmark — each pioneering nations in the move towards sustainability. Following in their footsteps, we've implemented the following policies and practices within Formpipe wherever it operates.

2.1 Ethical procurement

As a software firm, we're decidedly different from other companies in the tech space.

We sit at the very end of the supply chain, meaning we have limited influence over the environmental impact of things like our internal computer hardware. Much remains to be done in the tech industry to make it more sustainable, but we nonetheless recognise our shortcomings also.

Although we are not a manufacturer with direct control over raw materials or product design, we can be more sustainable through responsible procurement. We understand that ecological damage begins with consumption, which is why we take a conscious and environmental approach when purchasing from our suppliers.

For example, when purchasing electrical goods, we aim to find energy-efficient and durable products that last as long as possible. This considered approach means we can balance the needs of our clients with the needs of the environment and minimise our negative impact.

We maintain a similar practice for all other resources our employees need to use. We consider a range of factors (like water, carbon, and pesticide usage as well as single-use design) to limit our ecological impact comprehensively. For instance, we aim to buy locally produced or organic groceries, environmentally friendly cleaning products and office supplies, and products with recyclable packaging.

2 ENVIRONMENTAL IMPACT

2.2 Limiting e-waste through maintenance

Another way we limit our impact on the environment is through regular servicing of our IT equipment.

By maintaining our assets through long-term servicing, we can increase their lifespan and prevent needless replacements of perfectly functional equipment. This approach also reduces e-waste to only the necessary components for each repair, further decreasing the strain on the planet's natural resources.

Moreover, as processing demands increase over time, we can optimise legacy equipment to extend its usability and delay any negative environmental impacts of our consumption even longer.

2.3 Facilitating circular economies through recycling

The final way we minimise the environmental impact of our business assets is by contributing to circular manufacturing economies.

When IT assets break and can no longer be repaired, we ensure that the waste is collected and recycled by the appropriate channels. As a result, any viable raw materials are recreated into something new, reducing the need to extract new resources from the planet further up the supply chain.

As before, we take a similar approach to all other waste items within our organisation. For example, we recycle waste items like cardboard and glass, and limit our demand for printed materials by using double-sided sheets and single colour ink.

2.4 Minimising energy wastage

As is common practice in most other organisations, we take steps to reduce our electricity demand. For example, we partner with energy providers offering green power solutions like carbon offset schemes and renewables to limit or reduce carbon emissions.

However, we recognise that even green power sources can still be used haphazardly and cause indirect damage to the environment. That's why we make a conscious effort to only heat and light the workspaces that we need and turn off unused electrical equipment.

We also take specific steps to lower the power demand directly from our work in software development.

By using virtual servers, we have made our work more efficient. The centralised environment means our team can work in a single virtual 'space' and access everything they need. Therefore, our devices draw less power and operate with less memory bloat, reducing their power demand and operating strain.
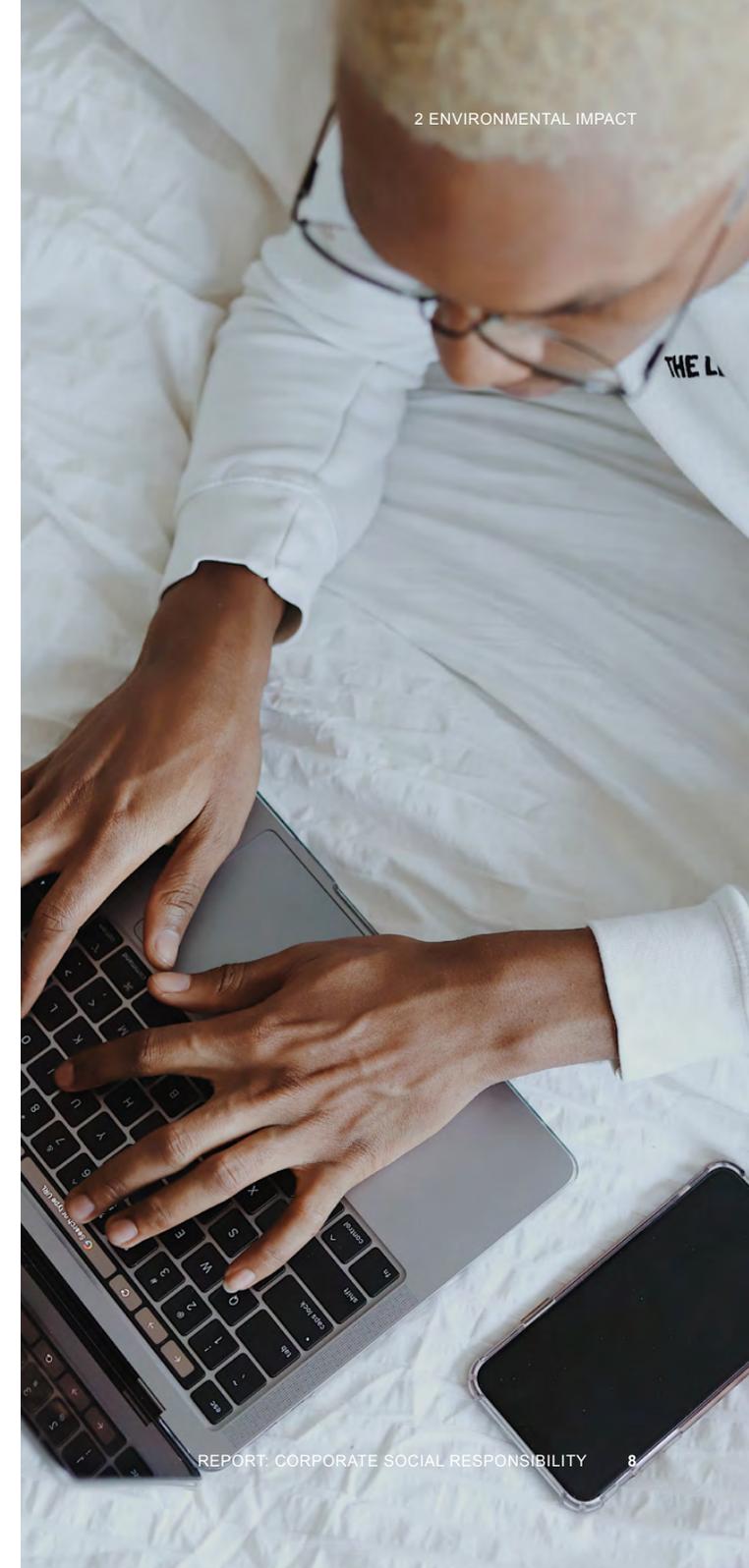
2.5 Reducing travel-related emissions

We always strive to travel as little as possible.

By using virtual mediums like video calls and webinars, we can reduce needless carbon emissions from travel. For example, our Work From Anywhere policy means that we have decreased the emissions from our employee's daily commutes.

In cases where we need to travel, we acknowledge that these trips must be environmentally-friendly and cost-effective. For example, owing to our Scandinavian roots, we promote walking and cycling methods for shorter distance trips. However, we also explore options like greener flight paths and public transportation for longer-distance travel.

2.6 Minimising the ecological impact of others

Formpipe is in a unique position wherein our business model is, in part, helping other organisations lower their environmental impact.

Our partnership with the Swedish and Danish public sectors has enabled municipal governments to retain their existing computer hardware and maximise the value of taxpayer funds at the same time.

By optimising pre-existing IT infrastructure and migrating data to the cloud, we helped lower their consumption of new computing hardware and avoid creating needless e-waste in the process. It's an ongoing partnership we're extremely proud of and serves as the perfect example of our mission in creating valuable relationships between data and people.

3 Social sustainability goals

Social sustainability refers to how we act as an organisation.

Reputation in business is hard-won and easily lost, which is why we're acutely aware of the effort that goes into building healthy relations and a positive brand image with our stakeholders and wider community over time. We know that by fostering a healthy workplace culture, we can build organic relationships with our customers, partners, employees and shareholders to everyone's benefit.

More broadly, we also recognise and believe in the value of a tolerant, equal society where people can live a healthy, happy life, without unjust differences. As such, we acknowledge our share in the effort of building such a society and our potential in helping to break systemic societal barriers.

Formpipe's values, particularly our passion for people, respect for others, and our eagerness to lead by example, play a fundamental role in shaping how we execute this vision both internally and externally.

3.1 Who are Formpipe's stakeholders?

Before we examine our social sustainability and impact, it is useful to first discuss who we are being sustainable for.

We believe that Formpipe is a business like no other. With relationships spanning the public and private sectors, our stakeholders span a network of customers and business partners, as well as past, present and future employees and shareholders.

Yet, we're also mindful of our position within wider society and how our business solutions impact end-users like citizens and customers. As such, Formpipe has an extensive social footprint to consider.

Stakeholders
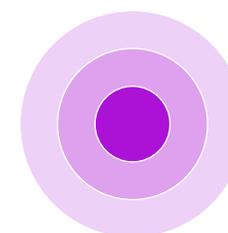
- Formpipe
- Owners and investors, employees, customers, partners, suppliers
- Employees' relatives, customer' customers (citizens, end-consumers, companies), future employees, former employees

Employees by country
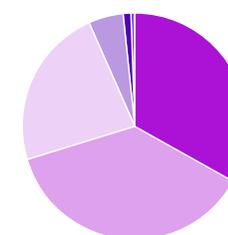
- Sweden 86
- Denmark 97
- UK 60
- U.S. 13
- Germany 3
- Singapore 1

3.2 Ensuring high customer satisfaction and product quality

We hold a deep commitment to product quality - so much so that we've published our commitment and our work to maintain it on our website for our partners to see. However, we also realise the market has dynamic needs.

As such, strong stakeholder engagement is central to our USP, which is why we're committed to understanding our customers and creating consistent value for them via their data. Co-creation allows us to drive digitalisation in the public sector forward and strengthen our offer to the private sector even more.

We recently decided to change how we measured our reputation with our network. Since 2021, we have used Customer Net Promoter Scores (cNPS) to determine customer attitudes. This new method and scoring systems allows us to regularly test customer sentiment and create a more accurate picture of our development needs. In turn, we can enhance our product quality even further in line with feedback and maintain our position as a leading solutions provider for our stakeholders.

- **Target:** We aim to achieve and maintain a cNPS value higher than the industry average, allowing us to stand out as a solutions provider. We have begun regularly polling our customers to track our progress and hold ourselves accountable to the strategic changes that undermine this score.

- **Result:** Our private sector cNPS score in February 2022 was 62, placing us in the 100th percentile alongside major players like Microsoft, Adobe and Apple. We're extremely proud to hold such favour with our customers and hope we can only do more to maintain our relationships with them.

"Great engagement from the team at Formpipe! Pleasure to work with!"

"Love your energy and how you are continually evolving as an organisation."

"Our culture and our new ways of working are centred around supporting each individual at Formpipe. We believe that only by working together and looking after each other, can we drive our company forward, and so it is vital that everyone is given the opportunity to be able to contribute in a way that supports this vision."

— Christian Sundin, Formpipe CEO

3.3 Maintaining employee satisfaction and wellbeing

Our employees play a pivotal role in making Formpipe what it is today.

For this reason, we hold a deep sense of responsibility for our employees' wellbeing and workplace satisfaction. We understand that when our employees feel good and are given opportunities for personal or professional growth, everyone benefits.

Some of our flagship employee benefits include:

- **Meeting employees half-way:** Formpipe has a very strong employee-driven engagement culture. When our staff want to meet to have fun after work, we pay for half of the food and drinks. We believe that this approach nurtures organic workplace initiatives more effectively than if we were to pay in full since it allows a shared sense of ownership during social events. We also extend hospitality to our employees' wider friends and family, while still offering the same compensation, ensuring our employees get to know one another outside of work.

- **Work from anywhere policy:** Work-life balance is vital for a healthy and happy workforce. In addition to reducing travel emissions, our Work From Anywhere policy helps our employees fit work around their schedules.

- **Morning breakfasts:** By hosting in-person breakfasts, we ensure our employees don't skip meals due to their busy routine and start the day right.

- **Wellness benefits:** We offer grants, access to fitness facilities and host group activities to support our employees' physical and mental health. As a result, we limit time off from sickness and prevent symptoms of burnout. Most recently, we hosted a highly successful step challenge to encourage physical activity and mental wellbeing, as well as a retreat to Miami for our US-based staff.

As with our approach to customer satisfaction, we are moving to a new tool to measure employee sentiment, the Employee Net Promoter Score (eNPS). With our target being that our employee index should always be 10% higher than similar companies.

3.4 Onboarding and training

We continually work to develop the onboarding process for new hires. We want our employees to have the best start as possible with us, so helping them settle and understand their role within the company is a crucial step towards this goal.

We're also committed to ongoing training and development opportunities for our long-standing staff members. By offering career pathways and development opportunities, we can give our employees a sense of purpose and direction in their work. Similarly, given that the tech industry is incredibly fast-paced, providing training and support means we can keep up with evolving technologies and remain competitive.

3.5 Promoting diversity and equality

As our business expands globally, so too does our opportunity to source new perspectives and skills. As such, we're dedicated to ensuring Formpipe is a welcoming, trusting environment.

We aim to ensure employees and applicants are judged on their merit, and not as a result of their sex, gender identity, ethnicity, religion (or other belief), disability, sexual orientation, or age[5].

[5] Or any other protected characteristic that's recognised within a particular region we operate in.

"If you want to be included, you will be included. If you have an idea, you will be listened to."

— Christian Sundin, Formpipe CEO

We have a number of equality and diversity initiatives that span Formpipe's operations:

- **Being approachable:** Everyone at Formpipe has a role to play in creating a positive working environment and to meet in good faith to resolve any situations that may arise. We aim to ensure our employees feel that senior staff members are approachable to discuss concerns and sensitive issues affecting them.

- **Encouraging diversity:** The tech industry can and should do more to reflect the societies it serves. In our annual report, we publish our performance on gender and age discrimination within our workflorce and board. We aim to perform better than the Swedish IT and Telecom Industry average and follow the Swedish Corporate Governance Code. However, as we expand into new territories, these guidelines may no longer be relevant within particular regions. Therefore, we remain open minded as to how we can better serve our employees in championing a diverse and engaging workforce over time.

3.6 Fostering sustainable partnerships

Part of Formpipe's strength comes from the relationships we forge with our global partner network.

We perform due diligence and research on our partners to ensure they align with our values and business objectives before engaging with them. We also offer payments to subcontractors that exceed their region's average salary. This generosity ensures they earn a livable wage and helps us create lasting connections with tech talent across the globe.

We also collaborate with larger firms to help us anticipate market changes and adapt to forthcoming challenges. This strategy enables us to retain employees by directing their talents towards areas that the market needs at all times. Moreover, programmes like Microsoft's Partner system help us secure early access to developer toolkits and evolving software practices to serve our customers better.
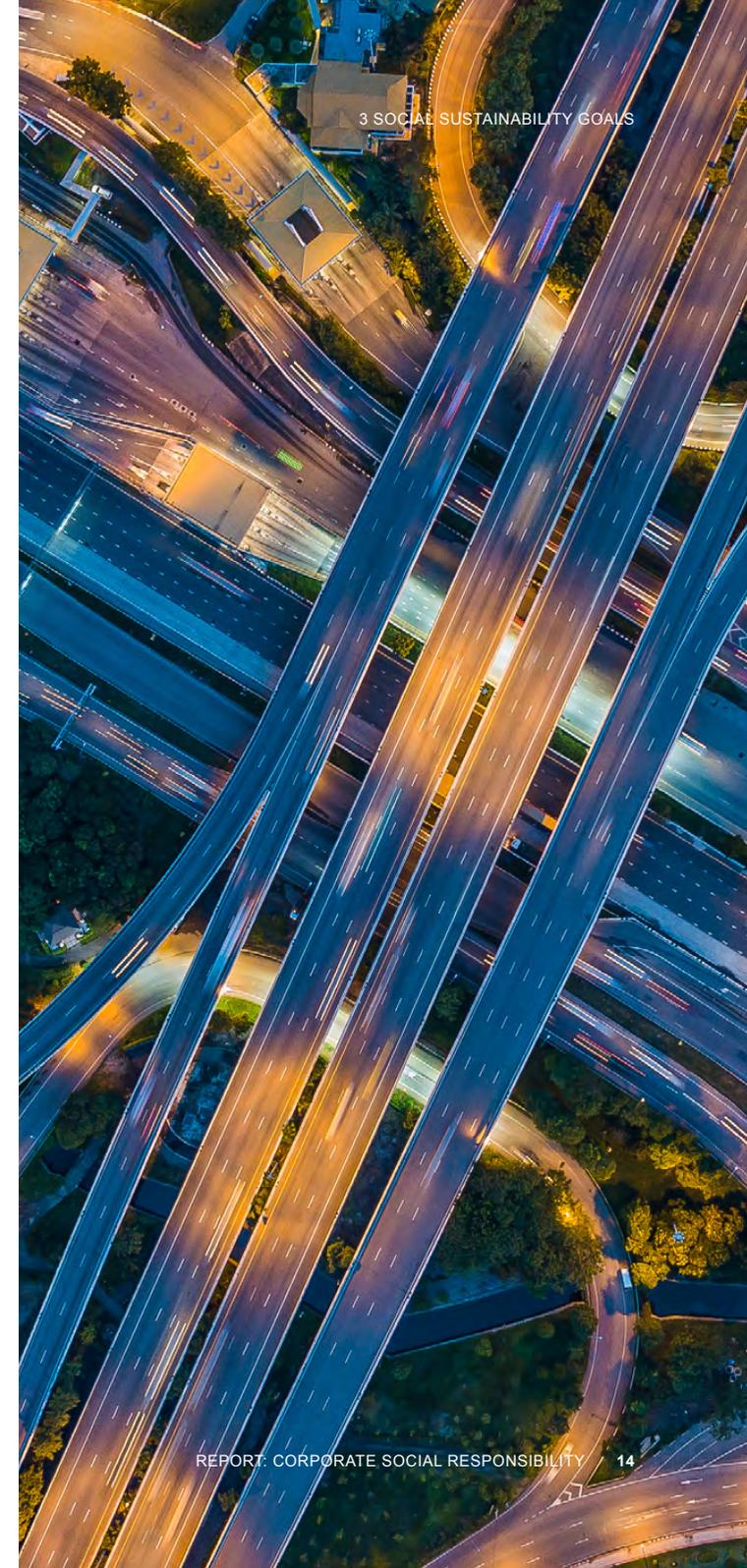
3.7 Contributing to our wider community

The above examples highlight ways in which we act in the interest of our customers, employees and partners. Each example also provides value for our shareholders through direct and indirect means, like strong worker retention and leading market performance.

However, we're committed to leading by example in putting people at the centre of digital transformation. We feel an obligation to offer value to our wider community and demonstrate our wider commitment to corporate social responsibility.

- Lagging digital literacy is a significant problem as our world increasingly goes online. Our work across the public and private sectors is supporting the modern era of digitally-enabled democracy and redefining what data-driven organisational value can mean. For example, we recently revealed a renewed partnership with The Danish Agricultural Agency. The joint project is helping Denmark's farmers access grants from the EU faster by reducing bureaucratic barriers in people's everyday lives. Similarly, our work within the banking industry is enabling millions of people in less developed parts of the world to access their account statements online.

- Our CSR activity also extends to those outside our immediate stakeholder network. For example, in 2020, we made donations to IT for Children, a Swedish organisation operating in West Africa. Our donations drive positive social change by providing IT education to children in Ghana through free access to computers and the internet. As a result, a new generation of Ghanaian children can join our digital society and navigate the online world with confidence and trust.

- Our employee-driven culture means that Formpipe's charitable activity is somewhat more responsive than other organisations. Rather than sponsoring individual charities, we donate to causes and issues as they develop.

For instance, in 2022, we joined in the world's revulsion toward Russia's actions in Ukraine. Not only do we have Ukrainian staff, but we also have long-standing relationships with around 100 consultants in the region, some dating back as much as 15 years. As such, we felt a deep sense of sadness to see trusted colleagues placed in harm's way. In the early days of the conflict, we maintained contact with the team and ensured their salaries were unaffected by the disruption. We were also in talks to help provide a safe refuge for some team members fleeing the conflict.

4 Business ethics and management

Formpipe's values lay the foundation for much more than our environmental and social sustainability. They also inform our wider ethos on business ethics and management.

We adhere to the following guidelines and policies to ensure we act responsibly and in our stakeholders' interests wherever we operate.

4.1 Cyber security and privacy

Whether customer or citizenry data, we understand that information is the most important asset an organisation has. We constantly want to improve ourselves and continuously revise our IT and data security policies, and technical environments in line with industry best practices.

In recognition of our commitment, we were awarded an ISO 27001 certificate in 2020 by the International Standards Organisation for data security.

"With ISO 27001 we have proof from external experts that our information security work is responsible and systematically correct and it gives us advantages in procurement of our products. However, the most important thing is how this can support our work on improvements and ultimately our ability to provide really great benefit to our customers over time."

— Christian Sundin, Formpipe CEO

4.2 Corruption, bribes, and money laundering

We strive to offer the best quality possible for our customers´ needs and expect to be chosen on our merit in a fair and competitive environment. Given this, we do not offer, request, or accept bribes or other illegal payments to secure or retain contracts.

We also pledge to only do business with partners whose conduct is lawful and whose finances are legal, particularly in activities such as money laundering and corruption.

4.3 Compliance with rules

Compliance is an understated element of corporate social responsibility, and as an increasingly global organisation, it has become a mounting challenge for us.

Although compliance is a routine element of conducting business both within and across borders, it is the result of considerable time and effort by many Formpipe team members. Navigating the disparate legal and accounting environments across two continents and translating the requirements (where relevant) into our product's code is no small feat. Our staff's talent and efforts deserve recognition on this basis alone.

While the ultimate responsibility for compliance issues lies with the management team in each country, we aim to monitor our compliance efforts closely, so our company-wide risk is mitigated as much as possible. Doing so is in all stakeholders' interests as it helps prevent systemic issues from going unnoticed.

We maintain that it is also the responsibility of each employee or business partner to inform us of any violations and that our open culture ensures individuals feel empowered to do so.

Where violations do occur, they must be investigated. In their interest, any information concerning employees must be treated confidentially as far as possible, and no employee should be discriminated against for reporting violations in good faith.

Employees who report potential violations must receive reasonable feedback informing them of potential next steps and that actions that violate our compliance measures must be remedied as swiftly as possible.

4.4 Whistleblowing

In line with the EU's 2019/1937 directive, we help facilitate anonymous whistleblowing. We recognise that whistleblowing is vital for a healthy democracy to ensure powerful institutions and figures are not above the law.

With much of the directive's requirements set to take effect by 2023, we have set up a portal that creates secure channels to report and publish instances of malpractice, both internally and externally.

4.5 Human rights

We recognise the fundamental part that human rights play within a free and democratic society, and it's important our stakeholders feel safe and live authentically.

Formpipe supports human rights regardless of where we operate and follows the UN's Guiding Principles on Business and Human Rights and reporting violations.

4.6 Our commitment to doing more

We're committed to remaining transparent with our stakeholders, so finding ways to measure and report our ESG activity is a vital part of this. We hope that this and future CSR reports enable accountability as well as comparability between Formpipe and other industry actors.

To this end, we're determined to do even more.

- We understand that sustainability is a complex issue and that more can always be done to safeguard the habitability of our planet for future generations. Where new regulations and industry practices develop across our global operations, we pledge to always lead by example and make such improvements efficiently and effectively.

- We acknowledge that fostering a positive working environment and value-driven external partnerships benefits us as a company. As such, we remain focused on wellbeing, professional development and our bottom-up culture. We pledge to ensure senior leaders are approachable and open-minded about ways in which we can improve across our stakeholder network.

Financial performance is higher in firms with more diverse senior leadership teams[3]:

The business case for diversity in executive teams remains strong.

Likelihood of financial outperformance,[1] %

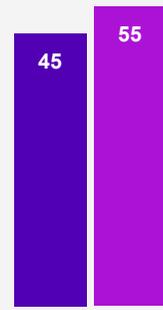**By gender diversity**

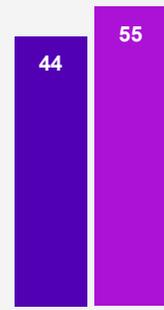| Why diversity matters[2]	Delivering through diversity[3]	Diversity wins[4]
+15%	**+21%**	**+25%**

45 / 54	45 / 55	44 / 55
2014	2017	2019

By ethnic diversity

Why diversity matters[5]	Delivering through diversity[6]	Diversity wins[7]
+35%	**+33%**	**+36%**
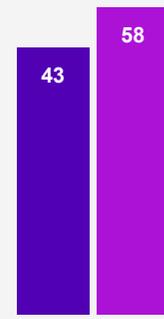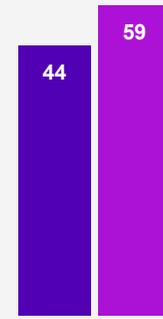
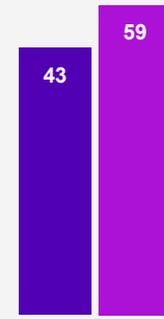|		
43 / 58	44 / 59	43 / 59
2014	2017	2019

● Bottom quartile ● Top quartile

Therefore, CSR initiatives can help us grow as a business as much as it helps us mature as an organisation.

[1] Likelihood of financial outperformance vs the national industry medians-value <0.005, except 2014 data where p-value <0.1.

[2] n=383; Latin American, UK, and US; earnings before interest and taxes (EBIT) margin 2010-12.

[3] n=991; Australia, Brazil, France, Germany, India, Japan, Mexico, Nigeria, Singapore, South Africa, UK, and US; EBIT margin 2011-15.

[4] n=1,039; 2017 companies for which gender data available in 2019, plus Denmark, Norway, and Swede; EBIT margin 2014-18.

[5] n=364; Latin America, UK, and US; EBIT margin 2010-13.

[6] n=589; Brazil, Mexico, Singapore, South Africa, UK, and US; EBIT margin 2011-15.

[7] n=533; Brazil, Mexico, Nigeria, Singapore, South Africa, UK, and US, where ethnicity data available in 2019; EBIT margin 2014-18.

Source: Diversity Wins data set