

Asiakastieto Group Plc

Report on non-financial information 2018

ENSURING AND DEVELOPING the responsibility of Asiakastieto Group's operations is fundamental to the success of the company. The monitoring and continuous development of the corporate responsibility serve the needs of all the company's stakeholders.

Asiakastieto Group's Board of Directors and management are responsible for the corporate responsibility management. Asiakastieto complies with Finnish laws and regulations, the Articles of Association, rules and guideline of Nasdaq Helsinki and Corporate Governance Code for listed companies in its administration. In practical work, the responsibility issues are governed by the Group's Ethical principles. Furthermore, operations are governed by policies and operational guidelines approved by the Board of Directors and Executive Team. All the partners must also conform to the laws and agreements. The list of Group-level policies and operational guidelines is provided below.

Asiakastieto and UC merged on 29 June 2018, which means that operations have been managed using company-specific indicators in 2018. The shared goals, measures and indicators related to the corporate responsibility at the Asiakastieto Group level will be put into practice in 2019.

Asiakastieto's business model

Asiakastieto Group's mission is to maintain and create trust in the markets: in trading and concluding agreements between companies as well as between companies and private parties. Trust is created through the provision of services that help companies verify the reliability of their contractual counterparties. The foundation for these services consists of Asiakastieto's databases of up-to-date information on companies and consumers. The digital services shaped from the Group's data improve the efficiency of customers' operations, increase responsibility and reduce the carbon footprint of Asiakastieto.

The carbon footprint of Asiakastieto's own operations is low. All in all, the company has a positive overall impact on the surrounding social environment.



The company's operations are guided by

- the strategy approved by the Board of Directors
- the annual budget and action plans of the company
- the management and governance model.

The company uses the ISO 9001:2015 Quality Management System which defines the quality policy and targets of the company. The key processes defined in the Quality Management System are related to the customer-oriented development and management of products and services. The indicators of the Quality Management System are the results of the audits, which monitor, for example, development measures, best practices, quality defects and quality accidents. There were nine implemented development measures and 14 identified best practices in 2018. There were 16 quality defects and 14 quality accidents observed in the audits. Corrective measures and their follow-up measures have been prepared to remedy the above-mentioned defects.

The most essential corporate responsibility themes

In 2018, Asiakastieto defined its most essential corporate responsibility themes which are introduced in the Asiakastieto Group's Annual Report for 2018 on pages 26–27 at the address: https://investors.asiakastieto.fi/wordpress/wp-content/uploads/2019/02/vuosikertomus_2018.pdf

The most essential corporate responsibility themes are:

- Maintaining trust and transparency in the markets
- A customer needs-driven and continuously evolving service offering
- Development of competitiveness
- An attractive investment and
- Good corporate citizenship

The most essential themes for the personnel are:

- Opportunities for developing your work and yourself and
- Working in a good work community



Environmental issues

Asiakastieto strives to reduce the environmental impacts of its operations, although their significance is relatively low in the big picture. The Group's most significant environmental impacts arise from business travel and the energy consumption of office premises. No significant risks are related to the environmental issues.

Efforts are made to reduce travel through the use of modern technology that enables remote work and the partial use of video-conferencing and remote meetings. Asiakastieto also encourages employees to use public transport instead of creating a larger environmental impact through the use of employees' own cars and company cars. To this end, employees are provided with travel cards for commuting. The CO₂ emission limit on Asiakastieto's company cars is 150 g/km.

Asiakastieto Group's largest offices are located in Helsinki (headquarters) and Stockholm. The offices are located along good public transport connections. They are modern activity-based offices in which less heated square metres per an employee are needed. The headquarters is located in Kalasatama, Helsinki, in the Rantatie Business Park which was completed in 2017 and is highly energy-efficient. The lessor of the premises (Lindström Invest) monitors the electricity consumption, use of warm and cold water as well as district heat and district cooling of the premises on a monthly basis. The energy consumption is paid as part of the monthly rent of the premises as preliminary invoices, which are balanced once a year.

The equipment in Asiakastieto's IT service production data centre environment are mainly virtualised and placed in a larger data centre complex, which means that the energy consumption per device is lower. The data centre environment has a centralised automation and monitoring system which monitors the overall energy consumption of the centre. The centre is equipped with a heat pump which collects the heat from the outgoing data centre heat which is then used to cool and heat the premises. The centre is located underground, so the cooling basin stores cooling energy during the free cooling period. Energy-efficiency is important for Asiakastieto, since it also has an impact on the data centre costs.

Social and employee-related issues

In 2018, the number of people employed by Asiakastieto Group was 447, of which 164 worked in the Finnish companies and 283 in the Swedish companies.

Opportunities for developing your work and yourself

Asiakastieto emphasises development of competence, community spirit as well as leadership and management in its social responsibilities. Asiakastieto's goal is to be an attractive employer who offers interesting tasks for people with different knowledge backgrounds. In Asiakastieto, the employees can further develop their expertise or management skills and have the opportunity to pursue different tasks inside the Group within the Nordic area. The Personnel's competence is developed using the 70-20-10 model:

- 70% on-the-job learning (e.g. through the current work, tasks and projects)
- 20% learning from colleagues (e.g. mentoring, coaching and learning about the work of others)
- 10% training events (e.g. courses, trainings and eLearning courses of the company)

Working in a good work community

The company ensures the fulfilment of its social responsibilities with fair working conditions, rewarding and practices that are based on the company's Ethical principles, Recruitment policy as well as Diversity and Equality policy. Due to the merger of Asiakastieto's and UC (on 29 June 2018), the labour turnover has been high and there were more open positions at the end of 2018 than anticipated. Asiakastieto invested in a new recruitment system in order to enhance the recruitment process, strengthen the role of the employer image and reinforce the Nordic team of professionals.

Well-being at work

The quality of management, experience in the work community, clear work objectives and competence are the key factors influencing the employees' commitment to work and well-being at work. The Nordic Supervisor Training Programme targeted at the integration phase was launched in 2018. This programme aims at supporting the change management, self-development, coaching and team leadership skills of the supervisors. This programme has also played a significant role in building a unified team of supervisors. The team spirit is supported by the newly established Nordic Activity Group, composed of active employees who plan and implement activities that promote the team spirit and well-being at work. The targets related to new job descriptions and personal competence development were discussed with all employees during autumn 2018, and a successful change management process and an annual calendar were planned for 2019 at the company level. One of the specific features of 2018 was the English language training, which supports the adoption of the company language in everyday situations.

Ensuring information security and privacy protection

Respecting privacy and ensuring information security are at the very core of Asiakastieto's operations and services. Asiakastieto processes data with care and as required by legislation, and privacy protection is ensured during the personal data processing. Information security, privacy and confidentiality are specified in the Group's Ethical principles and Safety policy. Furthermore, the confidentiality obligation is included in the employment agreement. Due to the entry into force of the EU's General Data Protection Regulation, data protection issues have been particularly relevant in the company operations in 2018.

Respect for human rights

Asiakastieto operates in the Nordic countries where the respect for human rights and equal treatment of people are generally at a very high level. Asiakastieto requires that human rights and equality are respected by its personnel as well as by all the partners. The Ethical principles include operational guidelines for handling issues related to respect for human rights. There were no suspected violations of human rights or violations related to discrimination or other unfair treatment of employees observed in 2018.

Issues related to the fight against corruption and bribery

Asiakastieto's internal guidelines prohibit corruption and bribery and Group's policies reduce opportunities for implementing measures which are contrary to the rules. The Ethical principles include operational guidelines for handling issues related to corruption and bribery. No corruption or bribery cases or other violations related to unethical business practices were reported in 2018.

Policies and operational guidelines (only in English)

- Nordic Code of Ethics
- Nordic Diversity and Equality policy
- Nordic Remuneration policy
- Policy for Outsourcing and use of cloud services
- Nordic Recruitment policy
- Policy for Risk Management
- Social Responsibility policy
- Policy for Security
- Nordic Work Environment policy
- Communication policy

Operational guidelines and models

- Guidelines for Business Travel
- Steering Model

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Chairman of the Board

Petri Carpén
Member of the Board

Martin Johansson
Member of the Board

Tiina Kuusisto
Member of the Board

Carl-Magnus Månsson
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