



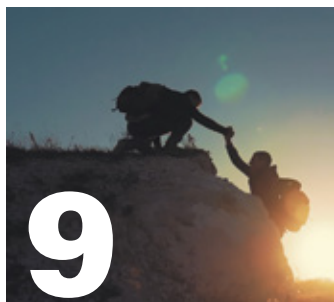
# 2021 SUSTAINABILITY REPORT 2021



Ropo Capital

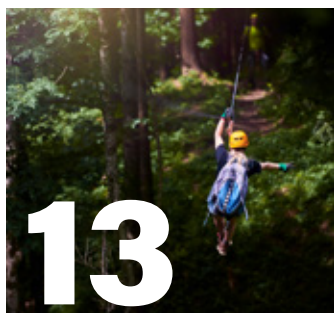


# Contents



## BUILDING THE STRATEGY

At Ropo Capital, sustainability is about more than just compliance. During 2021, we developed a sustainability strategy and committed to standardized sustainability reporting.



## OUR SUSTAINABILITY FOCUS

Our sustainability strategy is aligned with our company strategy and long-term growth enablers.

## Our Business ROPO CAPITAL IN BRIEF

We are changing the market with our invoice lifecycle service covering the whole value chain of receivables management from invoice delivery to sales ledger and payment monitoring. We are the leader in our field in Finland and aim to achieve the same success in the Nordic market. Our operating model is based on our Ropo 24 software platform developed to automate and unify the invoicing and receivables management, minimize manual data processing as well as improve transparency with real-time data access. **Read more on page 6.**



## HIGHLIGHTS 2021

To secure a long-term business growth, sustainability plays an integral part of our strategy. In 2021, the most important development in sustainability are our new sustainability strategy and commitment to annual sustainability reporting in accordance with GRI standards. Besides the strategy building, we became certified with the environmental management system, ISO 14001. **Read more on page 14.**



## GOALS FOR 2022

Our key focus in 2022 is to continue to harmonize our standards, systems, and policies across the group. Our aim is to improve transparency, ensure strategic alignment and support our sustainability ambitions by for example introducing a united group-wide training program, reporting standard and newly updated code of conduct that describes what we expect from business partners and everyone within the organization.

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## CEO Letter

At Ropo Capital, we are continuing our growth with the vision to become the leading invoice lifecycle provider in the Nordics region. To secure a long-term business growth, sustainability plays an integral part of our strategy to deliver a responsible service and a proactive approach to ESG related risks and opportunities. We have therefore advanced our commitment to implementing a comprehensive sustainability strategy during 2021. Our strategy is aligned with our most critical business areas to create a clear direction and outcomes. For example, we developed a groupwide code of conduct and received the environmental ISO certification 14001. These commitments created positive outcomes for our human and labor rights along with the environment and ethical business.

No one should ignore that Covid-19 has affected us on many levels, inspiring our business to adapt to new and more flexible ways of working. We have retained our thirst for knowledge and courage in finding new ways of working. We have focused on the well-being of our employees, to ensure a safe and healthy work environment and that we maintain the Ropo culture when working from home.

Overall, I'm proud of the progress we made in 2021. Our ability to grow as individuals and as a team has really shown off. I also know that there is more to be done. We must continue building a responsible invoice lifecycle process, continue to uphold meaningful relationships with our clients and ensure that our employees have the right tools and guidance for us to keep building a sustainable company.

**Rickard Westlund**  
CEO



We have advanced our commitment to implementing a comprehensive sustainability strategy during 2021.

# About this report

This is Ropo Capital Group's first sustainability report with the aim of summarizing the work we have done within sustainability during 2021 (1st of January 2021 – 31st of December 2021) in a clear and transparent way. The report has been prepared in accordance with the GRI Standards: Core option. The report content is adapted to sustainability areas that we developed in our materiality assessment, which included stakeholder dialogues during spring/summer 2021.

All environmental figures are based on data provided from invoices, utility providers and other suppliers, and calculated according to the GHG Protocol. The included categories are Scope 1 (combustion), Scope 2 (electricity, district heating and district cooling) and Scope 3 (Business travel, leased cars and fuel and other energy-related activities not included in Scope 1 and 2). DEFRA 2021, AIB 2020, IEA 2020 and SJ standards are used as sources for emission factors. Ethos has calculated and validated the travel data for Ropo Capital Sweden and Finland.

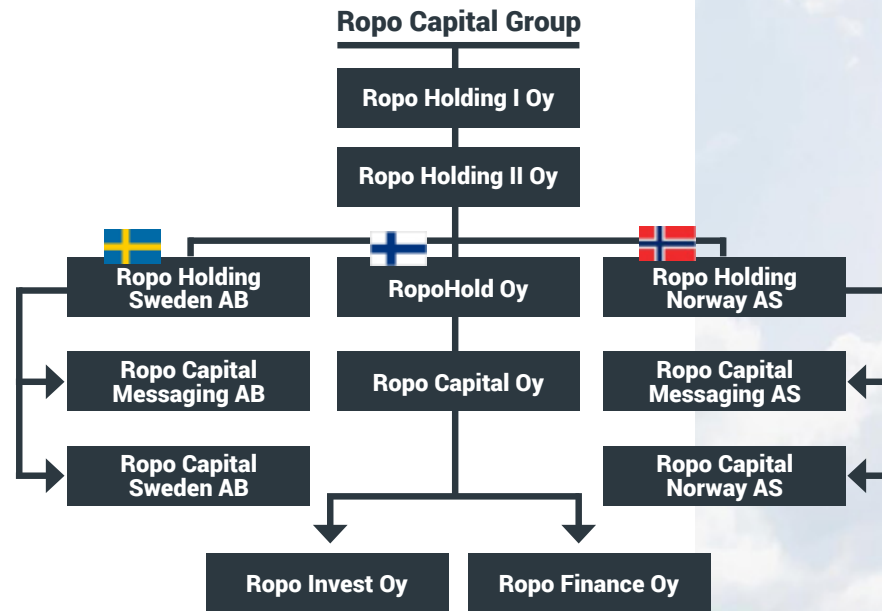
During the year we acquired all shares of BAHS Kapital AS and rebranded the company together with our previous acquisitions Posti Messaging Scandinavia and Colligent Inkasso under the Ropo Capital brand. With these mergers and acquisitions, we strengthened our offerings in Norway and Sweden and continued the launch of our automation-based comprehensive invoice lifecycle service on one platform, named Ropo 24. These organizational changes also put challenges in our data collection. No structure

was in place to collect emission and waste data from Ropo's Norwegian operations. We were not able to collect data on heating and cooling from our landlords in the Finnish offices. Further, our waste collection landlord could not provide us with waste data in our Finnish offices. We are working on collecting the data for next year.

All employee data is disclosed from our HR systems and is presented in Headcount. This year is the base year for all future sustainability data to achieve our goals.

The data covers the Ropo Capital Group including the parent company Ropo Holding I Oy and all its subsidiaries. The group structure is presented in the figure below.

## Group Structure



Questions about the report can be addressed to our Chief Brand & Communications Officer Jenni Jantunen, [sustainability@ropocapital.com](mailto:sustainability@ropocapital.com).





# ABOUT ROPO CAPITAL GROUP

- › Ropo Capital in brief
- › Our corporate governance
- › Our code of conduct
- › Supply chain management
- › Key figures



## Ropo Capital in brief

Ropo Capital is the market leader in invoice lifecycle management in Finland. We cover the whole value chain of receivables management for our clients from invoice delivery to sales ledger and payment monitoring. We have grown significantly in recent years and aim to become market leaders in Sweden and Norway. Our goal is to become the Nordic market leader within our field.

The core of our services consists of our proprietary Ropo 24 software platform developed in-house to automate and unify the invoicing and receivables management, minimize manual data processing as well as improve transparency with real-time data access, reporting and Business Intelligence (BI) tools. Through our single service provider model, our client receives full visibility and control of their receivables.

We have accelerated our Nordic expansion through acquisitions. In 2019 we acquired Colligent Inkasso in Sweden, 2020 Posti Messaging in Sweden and Norway, and 2021 BAHS Kapital in Norway. In 2021 we united all acquired companies under Ropo Capital brand, launched Ropo 24 and the full invoice lifecycle service in Norway, and signed our first invoice lifecycle clients in Sweden and in Norway.

In all three countries our service and success are measured both in relation to our client and their customer. Our responsibility, depending on the client's service package, covers invoice delivery and ledger as well as reminders, debt collection and customer service related to payments. As a group, we annually deliver more than 140 million invoices and other documents, serve over 10,000 clients, reach over 2 million households and help millions of end-customers with their payment related questions.

**Our goal is to become the Nordic market leader within our field.**

Our mission is to make invoicing the foundation for success by providing our clients and their customers the best possible service. Our responsibility is to secure that invoices reach end-customers in chosen channels, payments are handled correctly, credit risk is manageable and there is high-quality customer service and payment advice available. Our client and their customers are always at the center – We believe in full transparency, data-driven processes and seamless combination of tech and high-quality service. Good client and end-customer experience are our top priorities.





## Our corporate governance

At Ropo Capital sustainability is an integral part of our overall business strategy. Our main steering document for sustainability is our group code of conduct. It has been reviewed and approved by our board of directors. The main governance and supervisory body of our sustainability efforts and strategy is the board of directors. The senior management is responsible for the execution of the strategy and ensuring that it is implemented throughout the group. It is the responsibility of our group management team together with the Chief Brand & Communications Officer and local management teams to make sure that our policies and standards are followed and that all employees are aware and deliver according results.

## Our Code of Conduct

During 2021 we initiated a process of developing a group code of conduct, hereby referred to as the code. The code will guide our employees, contractors, representatives, board members and also our suppliers in all the countries we operate. This will be finished in Q1 2022 and will be implemented across the group effective 2022. International standards and regulations informed the code's framework. They include the Universal Declarations 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. The code will highlight all areas of human and labor rights; environment; anti-corruption and ethics policies along with establishing a whistleblowing function. It will be up to every employee, manager, executive and members of

the board to operationalize it into our daily work. Along with its implementation we aim to provide trainings in the code for all employees, new and established. The ultimate responsibility of enforcing the code will rest with our CEO.

## Supply chain management

At Ropo Capital environmental aspects of sustainability is reflected in a close relationship with our suppliers. We work with a wide range of suppliers from services such as data hosting, ICT, IT hardware and software and printing services. We strive to choose suppliers that we perceive sustainable, preferably with certifications such as ISO 14001 and ISO 9001 or that take these questions seriously. These processes and routines have been built during the recent years hence a group-wide approach to the supply chain has not existed.

Supply chain management at Ropo Capital will from 2022 be governed by our group code of conduct that includes our expectations for everyone within Ropo Capital Group as well as our partners and suppliers. The code is based on frameworks and standards such as United Nations Universal Declaration of Human Rights, along with legislations in the country where they operate like described in the previous chapter.

Moving ahead we are looking to integrate sustainability as a core element in our Supplier screening criteria and finally in the agreements with suppliers. We believe that these steps are necessary to leverage a holistic approach to sustainability throughout our business areas.







# KEY FIGURES

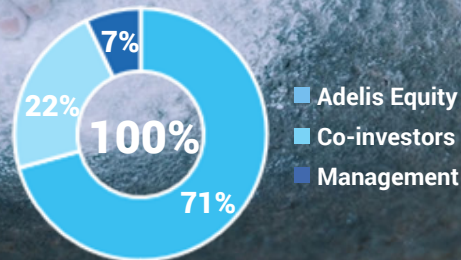
Ropo Capital  
founded  
2008



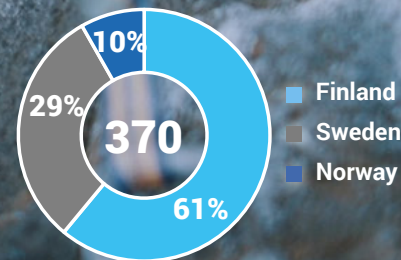
## Financial summary

Net sales    EUR 98,7 m  
Equity        EUR 129,4 m  
Debt         EUR 122,8 m

## Ownership



## Employees



## Offices





# THE FOUNDATION FOR OUR SUSTAINABILITY STRATEGY

- > Sustainability risks
- > Materiality assessment

## Strengthening and aligning sustainability across the group

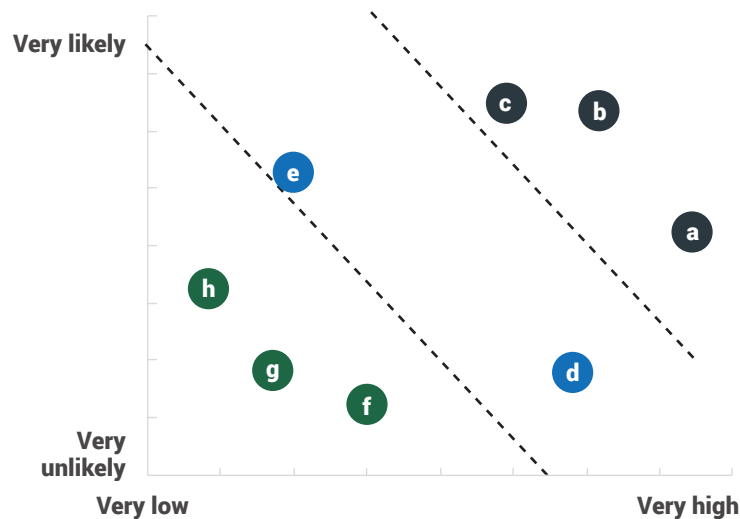
At Ropo Capital, sustainability is about more than just compliance. It is about acting in accordance with our values and ensuring our clients an ethical and environmentally friendly invoice lifecycle. During 2021, Ropo Capital decided to further strengthen sustainability work by seeking assistance from an external sustainability consultancy. Together we conducted a materiality assessment including an understanding of our corporate risks and developed a sustainability strategy. These findings built the foundation for our first sustainability report.



## Our sustainability risks

There are multiple environmental, social and governance (ESG) risks facing our industry and the environment in which we operate. During 2021, we conducted a sustainability risk assessment, covering sustainability risks in our own operations and in our supply chain. Together with the external sustainability consultancy, we analyzed the most prominent risks throughout our value chain, as well as their legal, reputational, and financial consequences on our company. After reviewing numerous risks in the sectors and regions in which we operate, the assessment resulted in 17 critical, focal and monitor risks, that we combined into eight (8) groups described below. Three (3) of the risk groups were assessed as critical, two (2) focal and three (3) as monitoring.

### Risk Assessment



#### Group of critical risks

- a) Automation and digitalization
- b) Diversity, inclusion, equality, and fair treatment
- c) Conflicts of interest and lack of accountability

#### Group of focal risks

- d) Corruption
- e) Technology and energy consumption

#### Group of monitoring risks

- f) Lack of business ethics
- g) Greenhouse gas (GHG) emissions
- h) Human rights

**Impact on Ropo Capital**  
(Environmental, social or strategic as well as financial, legal or reputational)

As a tech company, many of the critical risks facing our company relate to automatization and digitalization, including integrity breaches and misuse of data; discrimination due to biases in the automating processes; and automation mistakes. Failing to mitigate these risks could lead to high fines, but more importantly, damaged trust and reputation which could have severe financial consequences and negative impact on our clients. Since our employees are key to the continued success and growth of our company, another critical area relates to their well-being. This includes risks such as poor health and safety standards; long working hours and insufficient time off; as well as gender discrimination and incidents of harassment. Besides the negative consequences this could have on the affected individuals, these risks could also result in difficulties in attracting skilled labor. A final critical area relates to compliance, specifically the inability to prevent conflicts of interest and a lacking accountability and responsibility.

The focus risks are dominated by risks related to corruption, as well as climate change and environmental degradation. We condemn all forms of corruption and have regulatory processes and practices in place, which are described in detail on page 23. Climate change is one of the most pressing challenges of today, however, considering the service-based nature of Ropo's operations we expect to avoid some of the most critical consequences. However, we have a responsibility to actively work to reduce our impact on climate change and to build a more environmentally friendly invoice lifecycle. This ranges from energy consumption in our offices to how we handle our IT equipment.





## Materiality assessment

Based on the sustainability risk assessment, an inventory of our existing sustainability work, as well as a benchmark of our peers, we identified 9 material sustainability aspects relevant to our business. To prioritize which of these aspects are most crucial for us, we conducted stakeholder dialogues and an impact assessment.

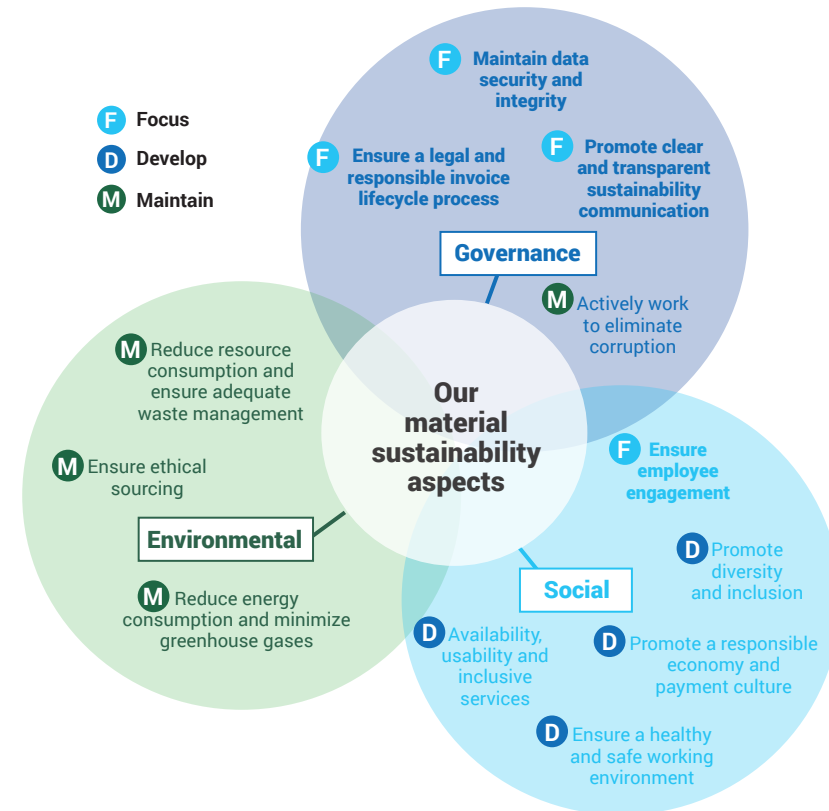
## Stakeholder engagement

The stakeholder dialogues were done in accordance with the AA1000SES framework, which seeks to ensure that different groups are included, that they have a say in what is material, and that the organization responds to the concerns raised in a transparent manner. The stakeholder groups included in the dialogues were Ropo Capital employees, the management group, owners, and clients. Our owners, clients and the management team engaged in interviews and an employee survey was sent across the organization. These stakeholders were chosen as they are both impacted by our business and have an impact on and interest in us as a company. Based on interviews, employee surveys and a management workshop, three additional aspects were added to the list, resulting in a total of 12 material aspects.

Stakeholder group	Prioritized aspects
Employees	<ul style="list-style-type: none"> <li>• Ensure legal and responsible invoice lifecycle process</li> <li>• Healthy and safe working environment</li> <li>• Maintain data security and integrity</li> </ul>
Management	<ul style="list-style-type: none"> <li>• Ensure employee engagement</li> <li>• Maintain data security and integrity</li> <li>• Ensure legal and responsible invoice lifecycle process</li> </ul>
Owners	<ul style="list-style-type: none"> <li>• Ensure a legal and responsible invoice lifecycle process</li> <li>• Promote diversity and inclusion</li> <li>• Promote clear and transparent sustainability communication</li> </ul>
Clients	<ul style="list-style-type: none"> <li>• Ensure a legal and responsible invoice lifecycle</li> <li>• Maintain data security and integrity</li> <li>• Promote clear and transparent sustainability communications</li> </ul>

## Impact assessment

The impact assessment was conducted in accordance with the dual materiality perspective, meaning that the material aspects were analyzed both in terms of how they impact Ropo Capital, and how they are impacted by Ropo Capital. Based on the stakeholder dialogues and the impact assessment, the material aspects were put in a materiality pyramid, which shows their importance and how they should be prioritized. The full list of aspects and their prioritization can be viewed below.



The impact assessment highlights our prioritized areas which is to ensure employee engagement, maintain data security and integrity, as well as that we facilitate a legal and responsible invoice lifecycle process. Working with these aspects is key for our credibility as a provider of digital financial services but is also a way that we can have a positive impact on society. Our prioritized areas are followed by our development areas and those we are working to maintain.



# SUSTAINABILITY STRATEGY

- › **Strategy & Vision**
- › **Sustainability highlights**
- › **People & inspiring working environment**
- › **Business ethics & responsible service delivery**
- › **Climate friendly invoice lifecycle**

Based on the materiality assessment, the sustainability risk assessment as well as our overall business strategy and values a sustainability strategy has been developed. The aim of the strategy process was to define what we want to achieve with our sustainability work, and what we need to do to get there. The strategy work resulted in a new overarching sustainability vision and is aligned with the most key material aspects.





# Sustainability Strategy & Vision

Our goal is to build sustainability as one of our key strengths. We want to be seen as a responsible partner, service provider and employer with proactive approach to managing ESG risks and opportunities.



# Sustainability Highlights

2021 was a year of sustainability. We developed a sustainability strategy aligned with our overall business strategy and committed to annual sustainability reporting according to GRI Standards. Besides strengthening the strategy, we expanded our certified management systems with ISO 14001 and achieved our quality goals.



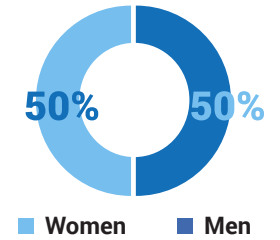
## Sustainability Strategy

In 2021 we committed to ESG reporting according to GRI Standards and developed a sustainability strategy.



## High-quality and sustainable service

During 2021 we had no warnings from authorities, no major security incidents, and our service uptime was 99,999 %.



## Gender equality

We have 50% women and 50% men working with us at Ropo.



## Straight and transparent

We had no discrimination cases and 0 reported incidents via Whistle B, our external tool for incident reporting in 2021.



## Group-wide Code of Conduct

During 2021, we initiated a process of developing a group code of conduct that will be finalized in 2022.



### ISO 14001 certification

In 2021, Ropo Capital Finland and Sweden became certified with the environmental management system, ISO 14001.



### ISO 9001 covered invoice lifecycle

Our ISO 9001 certification covers all invoice lifecycle services from invoice delivery to receivables management, including IT solutions and maintenance, deployments, service production and customer service.



### Secured supply chain

All our partners and subcontractors are certified providers of data center services. Our partners in the Nordics are ISO 27001 certified, and our subcontractor within the EU/EEA holds the following certificates: ISO 27001, ISO 27017 and ISO 27018.



# PEOPLE & INSPIRING WORKING ENVIRONMENT

- › **Ensure employee engagement**
- › **Promote diversity and inclusion**
- › **Ensure healthy and safe working environment**



At Ropo Capital we recognize that our employees are the key to our success as a company, and we therefore work hard to ensure that they are healthy and satisfied. This was highlighted in our materiality assessment conducted in 2021, which resulted in three employee-centric aspects: ensure employee engagement, ensure a healthy and safe work environment and promote diversity and inclusion.

## Ensure employee engagement

Due to the organisational developments during 2021, we are working to create a structure with group policies and procedures, while meeting the requirements for each country. HR at the Ropo Capital Group is governed by our Head of HR Finland and Head of HR Sweden and Norway. There are also additional HR staff in both countries working with recruitment as well as the benefits and well-being of our employees.

During 2021 we initiated the process to develop and streamline our governance structure for HR, which led to the initiation of three main projects. The first one aims at strengthening a common organisational culture and values, through the newly developed code of conduct. The second project relates to leadership and aims at creating processes for talent and succession, to ensure that our employees will be able to develop new competences and gain new roles within the organisation. Thirdly, we initiated a project to ensure sustainable HR processes, including salary reviews, recruitment processes and on-boarding, to improve employee experience within Ropo Capital.

For additional employment engagement, we use the indicator Employee Net Promoter Score (eNPS) to measure employee engagement within the company. During 2021 our employees in our Finnish offices were asked to participate and answer whether they would recommend Ropo Capital as a

company workplace on a scale from 0-10. The result showed that 48 % of the respondents were classified as promoters, meaning that they answered 9 or 10 on the scale.

In Finland we have provided various training to develop our competences, training that varies from prevailing legislations, improving customer service skills to management training for managers. At this stage we are mapping the competencies and intend to plan development/training opportunities for the employees in group-wide from 2022 onwards.

In 2021, we also worked to improve our career development paths to ensure that employees will have the possibility to grow and attain new roles within the company. As part of this project, we initiated a group-wide competence mapping to ensure that we have the correct knowledge about our employees' skills to facilitate succession planning, for example. We have regular growth-meetings with our employees to create a learning environment and a place where they feel that they can grow. The organizational developments of 2021 have challenged our HR systems when it comes to centralising and restructuring our systems, but it has also been a great opportunity for us to

evaluate and improve our processes. We are aiming for our HR function to move away from mainly focusing on recruitment, towards gaining more mandate and an increased focus on coaching and career development.

Below table represents our training hours in our Finnish offices. Data for Sweden and Norway are currently not available. We are working to implement processes for collecting both eNPS scores as well as data regarding training and career development for Sweden and Norway in the next year's report.

**Total number of training hours per year (per employee category)**

Employment category	Total	Women	Men
Senior managers	0	0	0
Managers	93	21,80	9
Employees	34	3,59	5,27
<b>Total</b>	<b>127</b>	<b>25,39</b>	<b>14,27</b>

\* Sweden and Norway are not represented. We are working to develop the processes for data collection for next year's report.

**Our eNPS is 31**  
**The survey covered only 61 % of the employees – next year we will measure eNPS group-wide**





### Promote diversity and inclusion

Ensuring that all our employees are treated equally is fundamental to how we do business. We condemn any discrimination based on gender, gender identity or expression, race, sexual orientation, age, religion, or disability. In 2021, we faced 0 incidents of discrimination at Ropo Capital. During the year we also initiated a process to adopt an action plan to prevent discrimination in the recruitment phase, which will be implemented in 2023. Our work with diversity and inclusiveness is also tightly intertwined with our work to prevent physical and psycho-social ill health. Since we have experienced many organizational developments in recent years, 2021 marks the first year with our common group-wide sustainability data collection. Based on this year, we will develop new targets and goals for improving our sustainability work, including on diversity parameters.

Below tables represents the different demographics our employees in end of 2021.

#### Employees, broken down by employment contract and region

Region	Total	Permanent employees	Temporary employees
Finland	226	197	29
Sweden	93	88	5
Norway	34	34	0
<b>Total</b>	<b>353</b>	<b>319</b>	<b>34</b>

\*All employees are disclosed in headcount.

#### Employees broken down by employment contract, employment type, and gender

	Total	Women	Men
<b>Employment contract</b>			
Permanent contract	319	159	160
Temporary contract	34	20	14
<b>Employment type</b>			
Full-time	327	165	162
Part-time	26	14	12
<b>Total</b>	<b>353</b>	<b>179</b>	<b>174</b>
Consultants, interns and volunteers	17	5	12

\* All employees are disclosed in headcount.

\*\* Consultants, interns and volunteers are not included in the total.



### Diversity, by gender and age

Employment category	Women	Men	< 30 years	30-50 years	> 50 years
Board of directors	1 (20 %)	4 (80 %)	0 (0 %)	2 (40 %)	3 (60 %)
Group management	1 (14 %)	6 (86 %)	0 (0 %)	4 (57 %)	3 (43 %)
Managers	12 (44 %)	15 (56 %)	1 (3 %)	26 (96 %)	0 (0 %)
Employees	161 (52 %)	149 (48 %)	100 (32 %)	170 (55 %)	40 (13 %)

\* The category »Group management« includes the management team for the Ropo Capital Group, whilst management team members at the companies are included in the category »Managers«.

	New employee hires	New employee hires (%)	Employee turnover	Employee turnover (%)
<b>Total</b>	<b>74</b>	<b>100 %</b>	<b>86</b>	<b>100 %</b>
<b>Divided by gender</b>				
Women	40	54 %	44	51 %
Men	34	46 %	42	49 %
<b>Divided by age</b>				
Age < 30	48	65 %	44	51 %
Age 30-50	24	32 %	37	43 %
Age > 50	2	3 %	5	6 %
<b>Divided by region</b>				
Finland	69	93 %	62	72 %
Sweden	3	4 %	21	24 %
Norway	2	3 %	3	4 %

\* The employee hire and turnover rates were calculated as percentage of total number of employees, in accordance with the GRI Standards.



Parental leave	Women	Men	Total
Employees entitled to parental leave	70	76	146
Employees that took parental leave	25	18	43
Employees that returned to work from parental leave in the reporting period after their parental leave ended	8	11	19
Total number of employees that returned to work after parental leave ended that were still employed 12 months after their return to work	11	8	19
Return to work rate (%)	No data	No data	No data
Retention rate (%)	No data	No data	No data

\* This data represents Ropo Capital Finland.

\*\* Return to work rate and retention rate data is missing for Finland.

\*\*\* Sweden and Norway are not represented. We are working to develop the processes for data collection for next year's report.





## Ensure a healthy and safe working environment

We believe that employee satisfaction, good working conditions, work-life balance and equal opportunities are key elements in creating an inspiring working environment. We want our employees to be happy working with Ropo Capital Group and feel well. It is our way of engaging top talents and attracting new ones, which is why we work hard to improve the employee experience at Ropo. To ensure that our employees are satisfied, we continuously seek input from our employees, whether it is through our annual employee engagement surveys, performance interviews or exit-interviews.

Our health and safety procedures vary slightly in the different countries in which we operate, since they are subject to different local requirements. In Finland we have an Occupational health and safety steering committee, in Sweden we have a Safety Committee and in Norway we set annual action plans in cooperation with our occupational health care providers. To ensure that all employees have a good work environment regardless of the local variations in procedures and practices, we have reviewed and initiated the update of our Group Work Environment Policy. The policy covers both the physical and the psycho-social work environment and are planned to be in place during 2022.

During 2021, we took additional steps to ensure our employees' health and safety regarding the Covid-19 pandemic. In Finland, Sweden and Norway, we facilitated for our employees to be able to work both at the office and from home. In Finland we also implemented a workstation booking system to ensure a COVID-safe workplace with safe physical distances.

## Occupational health and management system

We have occupational health and management systems implemented in Finland and Sweden. It has been implemented due to legal requirements in the respective countries.

All employees are covered by the occupational health and management system. Exceptions are made for employees who are on unpaid leave for example unpaid study leave.

## Risk assessment

In Finland the Occupational Safety Committee and HR are responsible for conducting a risk assessment of work-related risks and hazards. The Occupational Health Care Steering Group conducts a workplace inspection every two years in Finland. In Sweden, the Safety Committee identifies internal work-related hazards and assess risks together with HR. Workplace inspections are carried out by the Safety Committee. We ensure the quality of these processes through regular working environment training for managers and other representatives. The results are regularly evaluated among the Management team, Safety Commission and Health care in Finland and among the Safety Committee in Sweden. We are currently building a group-wide structure with common policies and procedures, while meeting the requirements for each country. The common structure will ensure that we fulfil the Group standards in all the countries we operate.

Through our customer service we are exposed to external risks in the interactions with end-customers where inappropriate customer service situations can appear. To make sure that



**To ensure that all employees have a good work environment regardless of the local variations in procedures and practices, we have reviewed and initiated the update of our Group Work Environment Policy.**



we reduce these cases we have implemented a policy guideline in Finland for dealing with inappropriate customer service situations and their post-treatment. In case of a situation, the employee reports to the supervisor, who coordinates it to the relevant parties. To track these cases, we are always recording the calls for safety reasons. Together all parties agree on follow-up measures to resolve the situation and prevent similar situations in the future. Workplace accidents are also reported to the insurance company according to its own process. In Sweden this work is guided by several policies, such as our work environmental policy, policy on threat and violence at work, policy on equality and diversity and policy on victimization.

### Occupational health and safety services

Our Occupational Health Care Steering Group contributes to the identification and elimination of hazards and mitigation of risks in Finland, and the Occupational Health Center hold that responsibility in Sweden. Occupational health care practices are introduced to all new employees as part of our onboarding process. Information about the services is also available on our intranet. In Finland it is the responsibility of the steering group to ensure the quality of our occupational health and safety processes. In Sweden the evaluation is done at management level and in our safety committee and in Norway it is placed under our management team.

### Worker participation

In Finland, we have processes in place for workers and employees to participate and consult in the development, implementation, and evaluation of the management system. This is done through formal participation, participation through engagement with formally recognized workers' representatives, the use of committees, and participation in the management system (e.g. identifying hazards, assessments of risks). The Occupational Health Steering Group is responsible for preparation and maintenance of action plans, development of activities, detection of risks, data collection and reporting. The Occupational Health Steering Group meets quarterly, and the Labour Protection Commission meets 1-2 times a year or when needed.

In accordance with Swedish regulations, we have a work environment committee composed by HR representing Ropo Capital Management, and a work environment Employee committee with representatives elected by employees. The committees arrange meetings quarterly. The safety committees focus is on all kinds of matters related to work environment, lifted by the employees, or based on the outcome of any incidents, safety rounds etc. Actions are taken by the work environment committee and final decisions are made by the management team.

### Worker training

In Finland, we regularly organize first aid training sessions for a small percentage of our employees. This is regulated by Finnish law.

### Promotion of worker health

We facilitate health care insurance to all our employees and workers in Finland, which is also valid to public health care and physical and cultural advantage (ePassi). For Sweden and Norway we have no data available yet.

### Prevention and mitigation of safety impacts for business relations

There are no significant negative occupational health and safety impacts that are directly linked to our operations, products, and services.

From 2022 our business partners must follow the requirements stated in our code of conduct to ensure business ethics and respect to human and labor rights.



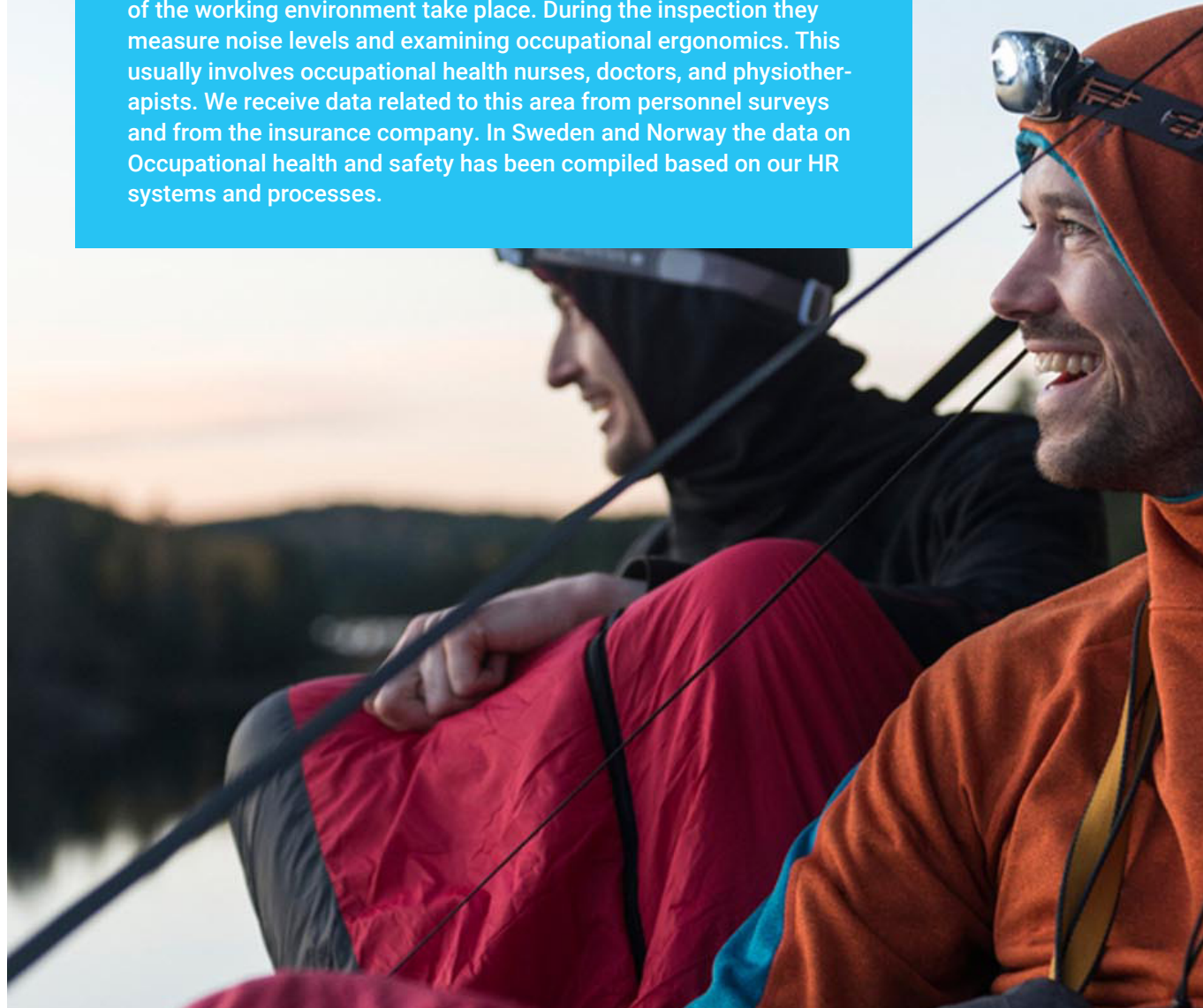


Employees and workers covered by an occupational health and safety system	<b>Total</b>
Employees	<b>319</b>
Employees and workers covered by such a system that has been internally audited	<b>Total</b>
Employees	<b>319</b>
Employees and workers covered by such a system that has been audited or certified by an externally auditor	<b>Total</b>
Employees	<b>319</b>

\*Norway is not represented. We are working to develop the processes for data collection for next year's report.

\*\* No workers are included in the occupational health and safety system.

In Finland we collect information for our occupational health care in relation to sick leave and their risks. Employees and supervisors report perceived problem situations and risks. The Occupational Health Service provider makes inspections regularly where observations of the working environment take place. During the inspection they measure noise levels and examining occupational ergonomics. This usually involves occupational health nurses, doctors, and physiotherapists. We receive data related to this area from personnel surveys and from the insurance company. In Sweden and Norway the data on Occupational health and safety has been compiled based on our HR systems and processes.





# BUSINESS ETHICS & RESPONSIBLE SERVICE DELIVERY

- › **Actively work to eliminate corruption**
- › **Maintain data security and integrity**
- › **Ensure a legal and responsible invoice lifecycle process**
- › **Promote a responsible economy and payment culture**
- › **Develop availability, usability, and inclusive services**



At Ropo Capital, acting as a trusted and secure business partner is key to our success. Compliance is therefore central in all our business areas, from how we onboard new employees to how we choose business partners, suppliers and clients. We have efficient processes and practices in place to make sure that our compliance activities and service delivery are in line with our quality policy and current regulations.





## Actively work to eliminate corruption

Our business is based on trust, transparency, and ethical standards. Working to prevent corruption and other forms of business malpractice is critical for us. Compliance is therefore central in all our business areas, from how we onboard new employees to how we choose business partners and suppliers.

Anti-corruption is governed through our anti-corruption policy via the Group COO, which ensures that the aspect is prioritized and well-anchored in the group management team. The day-to-day operations are carried out by the compliance team, which also handles the Know Your Customer (KYC) and Anti-Money Laundering (AML) practices.

## Anti-money laundering

In accordance with the money-laundering legislation, we are obligated to identify and observe our clients and their customers' activities through risk assessment processes. We conduct risk assessment before signing with new clients and do regular follow up on already established business partners. In cases of suspicion of serious criminal activities, a process to investigate the client through due diligence practices is initiated, and if needed, followed by a report to the authorities. We are also inspecting the credit history for every new employee as part of our risk assessment processes.



## Our certifications

We follow all applicable legislations in the countries in which we operate, as well as established anti-corruption and sanctions lists such as the Office of Foreign Assets Control (OFAC), the National Bureau of Investigation (NBI), European Union (EU) and the United Nations (UN). In addition, our work is governed through our internal policies as well as through our certifications, including ISO 9001 as well as International Standard on Assurance Engagements ISAE-3402 type 2. In Finland we are following principles of responsible collection by the Finnish Union of Debt Collection Agencies.

## Ropo Capital Group's certified management systems

Ropo Capital Group	ISO 9001	ISO 14001	ISAE-3402 type 2
Finland	✓	✓	✓
Sweden	✓	✓	
Norway			

**The whistleblowing function has been accessible to all employees via our intranet.**

**Whistleblowing**

Ropo Capital has a whistleblowing function in place to enable employees to report suspected violations in all our office locations. The whistleblowing function has been accessible to all employees via our intranet. In accordance with this, every employee is obligated to report suspicious or improper treatment or harassment behavior within Ropo Capital Group and can do this anonymously. The whistleblowing function is not available to external parties and not publicly shared. We are working to offer the policy externally and to publish it on our website.

During the reporting year of 2021, Ropo Capital Finland terminated three contracts with a business partner due to confirmed corruption. The termination was carried out consequently due to too many disputed and unclear cases that the partner could not clarify. We had zero incidents of corruption in Sweden and Norway.

To avoid corruption, we train our employees in Finland and are planning to launch group-wide trainings in anti-corruption moving forward. An overview of the trainings in Finland during 2021 can be found on the right.

Communication and training about anti-corruption policies and procedures*	Total number
Total number and percentage of governance body members that the organization's anti-corruption policies and procedures have been communicated to, broken down by region	6 (100 %)
Total number and percentage of governance body members that have received training on anti-corruption, broken down by region	6 (100 %)
Total number and percentage of employees that the organization's anti-corruption policies and procedures have been communicated to, broken down by employee category and region	Finland, 225 (64 %), Sweden, 0 (0 %), Norway, 0 (0 %).
Total number and percentage of business partners that the organization's anti-corruption policies and procedures have been communicated to, broken down by type of business partner and region	No data available
Total number and percentage of employees that have received training on anti-corruption, broken down by employee category and region	28 (12,4 %) Every new employee had a training on anti-corruption policies and procedures.

\* Every new employee in 2021 received training on anti-corruption policies and procedures. We were not able to collect the data related to anti-corruption policies communicated to business partners. We are working to gather this data for next year's report.





During 2021, our focus within the compliance area has been to improve and digitalize our suspicions list, to ensure a high level of automation. Following our internal organizational changes, we have also reviewed all our processes and made necessary updates. This way we can stay relevant and observant of our constantly changing surroundings.

### Maintain data security and integrity

At Ropo Capital, acting as a trusted and secure business partner is key to our success, and we strongly care for the integrity and data protection of our clients and end-customers.

Our business model requires us to handle a large amount of sensitive information both digitally and through physical documents. This position comes with a great responsibility in terms of trustworthiness. We need to make sure to uphold our data security and protect our clients and their customers' data.

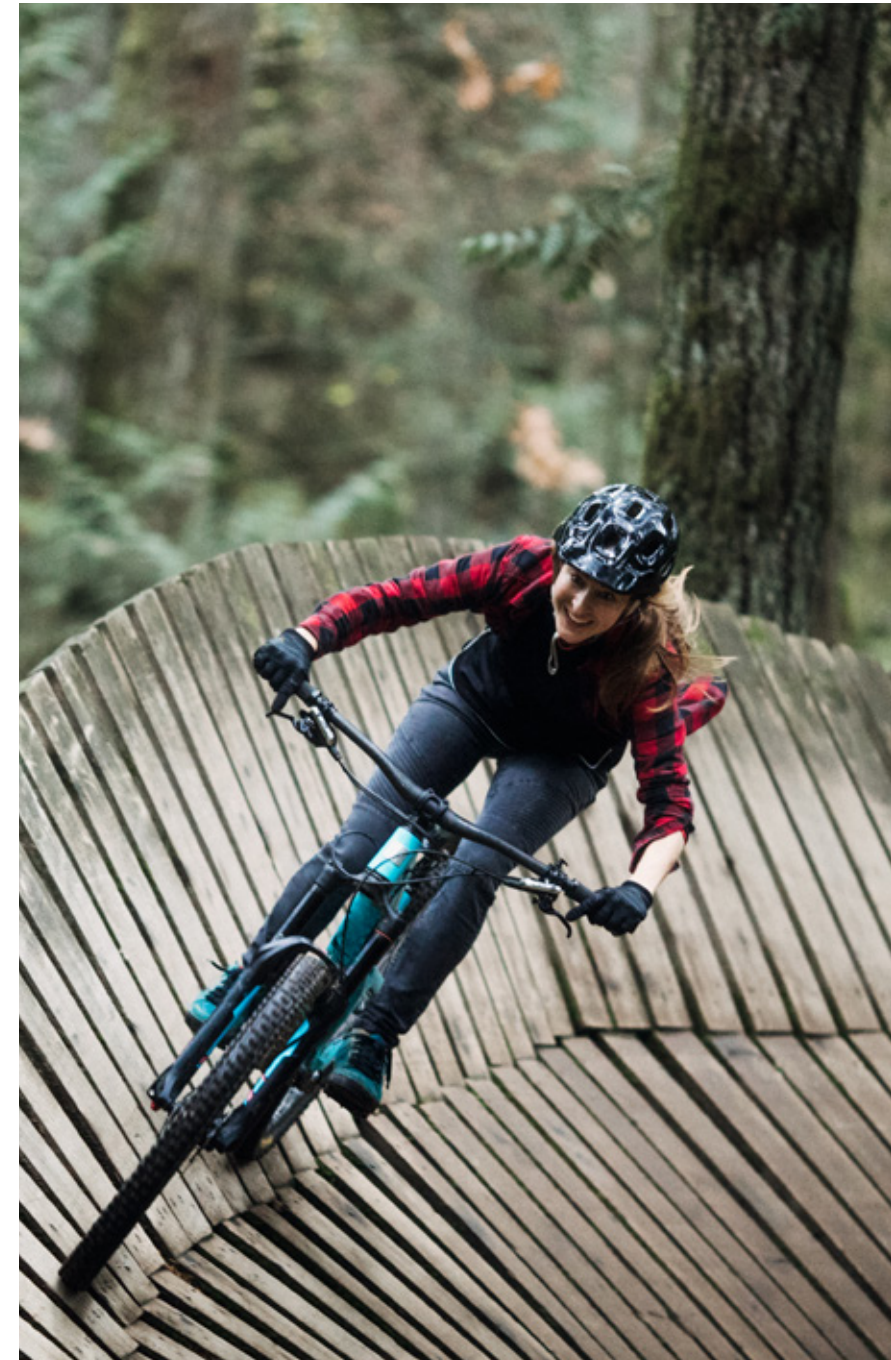
Since we handle large amounts of personal and financial information, we are exposed to a higher risk for cyber-attacks. To ensure data integrity for our clients, their customers, and our business partners we work closely with an external security operations center with a well-established system to protect data against unauthorized users. In close collaboration with our internal information office at Ropo we can monitor potential offensive maneuvers and cyberattacks. Continuous development and testing of our systems and platform are essential

parts of this work. We need to ensure that we can handle potential threats, and that the information we have about our clients and their customers is safe with us. To further protect our employees and our organization from potential attacks, Artificial Intelligence (AI) is used as a part of how we monitor, detect and intervene incidents if needed.

### Policies and tools

We work to uphold data security using different tools and processes, which we provide to our clients as a service. As part of the process for mitigating sources of potential threats, we have policies in place that regulates different aspects of data protection. In accordance with the GDPR, we have adopted an internal Privacy Policy for all employees and clients, vendors, and end-customers, as well as a Data Processing Agreement, covering all employees handling personal information for the company. In addition, it is mandatory for all our employees to take part of our internal Information Security Policy. This is done in the onboarding process of new employees and from 2022 it will be part of our regular group-wide trainings.

Ropo Capital is working according to a variety of certifications to uphold high quality standards and compliance. Our suppliers are therefore required to provide us with the information security certificate ISO 27001 before we start working with them. We are also working aligned with certifications such as ISAE-3402 type 2 International Standard on Assurance Engagements.



### Complaints/breaches of customer privacy

Identified leaks, thefts, or losses of customer data is handled according to our routine for incident reports. In case of an incident, the supervisory authority must be notified for further investigation (in line with the requirements of GDPR), unless the personal data breach is unlikely to result in a risk to the rights and freedoms of natural persons. In cases where there is no risk, Ropo Capital documents all personal data incidents, including the circumstances surrounding the incident, its effects and the corrective measures taken.

During 2021 Ropo Capital reported 92 cases of suspected and identified leaks, thefts, or losses of customer data. 91 of those cases were not considered to be a risk to the rights and freedoms of natural persons. One (1) of the cases involved a complaint from the Office of the Data Protection Ombudsman about confirmed stolen data from our logistic partner. Ropo notified the supervisory authority about the incident.

In 2022 it is our aim to set up structured and systemized reporting on data security complaints group-wide and separate suspected leaks of customer data from the confirmed leaks.

**During 2021 Ropo Capital reported 92 cases of suspected and identified leaks, thefts, or losses of customer data. 91 of those cases were not considered to be a risk to the rights and freedoms of natural persons.**



Complaints/Breaches	
Total number of substantiated complaints received concerning breaches of customer privacy.	1
Where of complaints received from outside parties and substantiated by the organization.	0
Where of complaints from regulatory bodies.	1
Total number of identified leaks, thefts, or losses of customer data.*	92
Where of confirmed cases.	1

\* Total number of suspected and identified cases.





## Ensure a legal and responsible invoice lifecycle process

### Compliance

We have efficient processes and practices in place to make sure that our compliance activities are in line with current regulations. Our actions are developed in compliance with various recommendations and regulations, from how to set up processes, to how we communicate with our clients and end-customers. Ropo Capital has a significant amount of written internal guidelines and policies that guide and determine the everyday work in the invoice lifecycle process. The policies are observed and kept up-to-date regularly by the chiefs of the departments.

Receivables management is an important part of our invoice lifecycle service including payment monitoring and debt collection. Debt collection is regulated and closely audited by authorities, and possible positive or negative outcomes are public. In accordance with regulations in the debt collection act and other applicable legislation, we follow the guidelines of good debt collection matter of Finnish Competition and Consumer Authority in Finland, general guidelines and accepted debt recovery practices of Swedish Authority for Privacy Protection in Sweden and the guidelines provided by the Financial Supervisory Authority of Norway in Norway.

In addition, Ropo is an organized enterprise that has committed to principles followed by the Finnish Union of Debt Collecting Agencies. Employees can report any suspected misconduct / unethical behavior or other via Whistle b.

During 2021 we did not receive any non-compliance with laws or regulations in any of our operating markets. In Finland we received guidance from Consumer Disputes Board in one (1) case regarding our client's practice of allocating payments to open receivables. Guidance has been noted and the case handled according to board's instructions.

### Selecting clients

We have a clear process when selecting our clients and follow internal policy documents affirming our ethical principles and values in this aspect. We apply Know Your Customer (KYC) activities as part of our anti-money laundering (AML) work, as outlined on page 23. Reassessments and Due diligence practices are included in the above processes. Our compliance team, along with local compliance officers, is responsible for following up the work daily, and with the local management teams on a monthly basis.

To uphold our compliance, we have regular trainings related to the invoice lifecycle both for new and current employees. We also provide external trainings together with authorities such as Regional State Administrative Agency's in matters of good debt collection practices, Central Criminal Police's training, Police training in relation to anti-money laundering and Execution Office's training related to the IT systems and law-based procedures.

Our current mission involves setting up the framework of working in the Ropo way, in all our market areas. This means uniting different cultures and legislations within one centralized framework, keeping the differences in mind.



**During 2021 we did not receive any non-compliance with laws or regulations in any of our operating markets.**





### Promote a responsible economy and payment culture

At Ropo Capital we talk about a two-sided platform meaning that we not only serve our clients but also their customers. Our responsibility, depending on the client’s service package, covers invoice delivery, ledger and receivables management as well as payment related customer service. We serve our clients with companies’ most vital processes and secure that the invoice reaches the end-customer in the chosen channel, payments are handled correctly, and there is high-quality payment advice available to support their customer relations.

Through our services we promote a responsible economy and payment culture that values duly paid invoices. From the end-customer perspective we help to sort out payments to reduce financial difficulties and prevent over-indebtedness. For our clients we are a strategic partner providing platform for invoice and receivables management as well as full access to data related to invoicing and payments and other tools to ensure sustainable credit management and increased customer understanding. We aim to use our services to make a positive impact to the economy where we operate, one that is resilient. Our impact is not limited to our clients and end-customers but builds a society with a healthy payment culture where companies can sell on credit.

Below is a representation of our KPIs that shows our indirect impact on the economy through payments paid on time and avoided debt cases. It also gives an understanding of the number of payment plans that we set up to help our end-customers to clear their debts and avoid bad credit record.

Measure	Finland	Sweden	Norway
End-customer net promoter score (NPS)	49	No data available	No data available
Percentage of invoices paid on time lifecycle service	93,7 %	81,8 %	No data available
Percentage of invoices paid from lifecycle invoice’s capital	99,5 %	92,9 %	No data available
Number of payment plans made	47 000	4752	No data available
Number of due date transfers made	600 000	0	No data available
Voluntary debt collection success rate	93,6 %	85,0 %	No data available

Our service and success are measured both in relation to our client and their customer. Our most important end-customer KPIs are NPS, and our contact center service levels defined in the service-level agreement (SLA). Customers are asked to evaluate the customer service experience, information we then use to make further progress within the area.







## Develop availability, usability, and inclusive services

As a digital service provider, it is important that our services are always accessible for our clients and their customers. Our services and information should be designed in such a way that they do not exclude anyone due to disability disadvantages, language barriers or technical knowledge.

Our responsibility is to ensure multi-channel invoice delivery to serve our clients the best possible way and ensure that their customers receive the invoice in a preferred channel in paper or electronic form. We continuously develop our service and introduce new electronic invoicing and payment methods to make invoices as accessible as possible - and as climate friendly as possible.

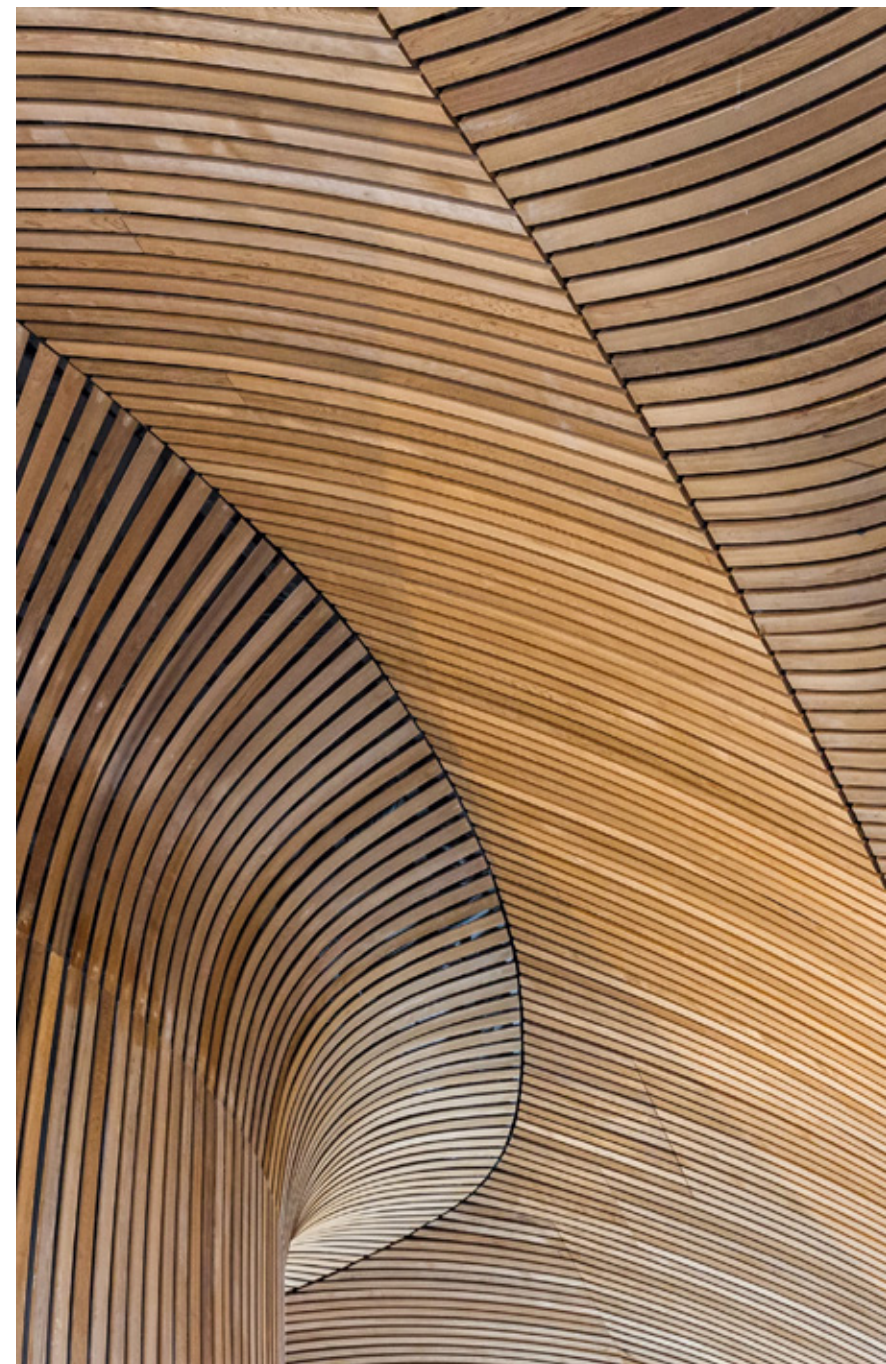
Although we promote digital invoicing, we are also mindful of the fact that not everyone is aligned with the digital services we provide, due to factors such as age, technical knowledge, internet access or accessibility to electronic devices. For our services to be socially sustainable we aim to ensure that everyone can access them on their own terms. Our goal is that all our end-customers have a feeling of confidence, inclusiveness and participation while using our services. During 2021, we did not receive any complaints regarding discrimination, which indicates that our processes are well established and followed across the organization.

## Ropo Online service, digital availability for everyone

We offer all our end-customers the possibility of using Ropo Online service, where they can log in and access their invoices at any time. We are constantly improving and re-designing our digital systems to certify that our services are aligned with national legislation and guidelines on accessibility. We have also adopted and follow the Web Content Accessibility Guideline (WCAG). The guideline provides guidance on how to make information and services available to all our users regardless of language barriers, disabilities etc. For example, all our system information can now be translated to all languages in the markets we operate, Swedish, Norwegian, Finnish and English. When introducing a new language in our system, a translator with in-depth understanding of the vocabulary of the company confirms that the translation reflects the original text and that it is understood by the target audience.

This aspect is managed by our Chief Technology Officer, and it is up to every employee to follow the guidelines in the different countries.

**Our goal is that all our end-customers have a feeling of confidence, inclusiveness and participation while using our services.**





# CLIMATE FRIENDLY INVOICE LIFECYCLE

- > **Managing our environmental footprint**
- > **Measuring energy consumption, Greenhouse gas emissions (GHG-emissions) and waste output**



At Ropo Capital we recognize that climate change and environmental degradation are some of the most crucial challenges facing our society today. We therefore want to ensure that we do what we can to manage our environmental carbon footprint and reduce the environmental impacts of invoicing. This commitment is represented in our materiality assessment, which resulted in two material aspects guiding our work with environmental sustainability: reduce energy consumption and minimize greenhouse gases; reduce resource consumption and ensure adequate waste management.





## Managing our environmental footprint

In 2021, we have taken steps to improve our environmental transparency. We aim to collect more accurate climate impact data and set new environmental targets to ensure sustainable development of our invoice lifecycle service. We have introduced an ISO 14001 certified environmental management system for Ropo Capital Finland and Sweden that will cover all group companies in the future. In Norway, our environmental certification is currently covered by Eco-lighthouse, the first national certification scheme in Europe recognized by European commission. Ropo Capital Norway will be included in the ISO 14001 on a group-wide level from 2022. This helps us manage environmental sustainability systematically and efficiently.

We have also merged separate policies originated from Ropo Capital Group and the acquired companies to create a group wide environmental policy including guidelines for waste management and recycling, the use of energy and business travel and commuting. The environmental policy is part of our newly developed group code of conduct and it will guide our mission of reducing our climate impact.

Our environmental certifications are led by our Head of Legal in Sweden who together with the group's Chief Brand & Communications Officer is responsible for the sustainability reporting and ESG performance related to environmental sustainability. Together they ensure that environmental topics are prioritized as well as well-anchored in the group management team and local management teams.

## Measuring energy consumption, Greenhouse gas emissions (GHG-emissions) and waste output

2021 marks the first year of measuring our environmental footprint by calculating energy consumption, greenhouse gases and waste output in total weight. This means energy in our offices, business travel, leased cars and waste handling.

During 2021, we refined our policy for business travel which outlines guidelines regarding leasing cars with low CO2 emissions and for climate-conscious travel practices.

At Ropo Capital we believe in digital solutions and as a digital service provider that relies heavily on IT equipment, we have a responsibility when it comes to our handling and usage of them. We currently have a leasing contract of our IT equipment for device management which makes sure that when we need to upgrade our computers, we can turn to the leasing partner to hand over our old ones. These will then be resold or recycled accordingly. We recycle office supply such as paper, plastics and metal and make sure that our landlords choose waste management providers carefully. We aim to choose and prioritize suppliers that are ISO 14001 certified or have equivalent environmental programs. In 2022, this work will become even more ambitious as we move forward with our supply chain policy. You can read more about the policy under the chapter, supply chain management on page 7.

The waste we produced during the year came from our own operations in Sweden, and consisted of paper, kitchen waste and electrical equipment like toners and lamps. Since this was our first year measuring this disclosure, all offices were not able to gather the correct information from their suppliers, but for our locations in Sweden, we were able to collect the relevant data due to the implementation of our environmental management system.

Greenhouse Gas Emissions (Tonnes CO2e)				
	Group	Finland	Sweden	Norway
Scope 1	25,4	25,4	0,0	No data
Scope 2 (location based)	17,2	16,0	1,2	No data
Scope 3	92,2	61,9	30,3	No data

\*\* The data has been extrapolated to account for the total group. For more information about the calculations, please see the "about this report" chapter in the end of the report.

Consumption of energy (MWh)				
	Group	Finland	Sweden	Norway
Electricity	198,5	137	61	No data
Heating	21,5	No data	21,5	No data
Cooling	4,3	No data	4,3	No data

\*\* The data has been extrapolated to account for the total group. For more information about the calculations, please see the "about this report" chapter in the beginning of the report.



Waste, in metric tons			
	Finland	Sweden	Norway
Total waste	No data	4,08	No data
Hazardous	No data	0,07	No data
Non-hazardous	No data	4,01	No data

\* Non-hazardous from office locations in Sweden (confidential papers, kitchen waste etc.)

\* Electrical equipment waste form Sweden (printer toners, electrical and electronic equipment, lamps etc.)



# MOVING FORWARD

We recognize that there is more work to be done to ensure that we operate as one united organization. Therefore, the key focus for 2022 will be to continue to harmonize our standards, systems, and policies across the group. Our aim is to improve transparency, ensure strategic alignment and support our sustainability ambitions with systematic training, clear and transparent reporting and group-wide guidelines including our newly developed code of conduct.



## Sustainability plans for 2022

### People & inspiring working environment

At Ropo we appreciate a low hierarchy and a company culture that embraces all characters. For us it is important to secure an open atmosphere where you can really be yourself and share your thoughts and ideas freely. To support employee engagement and the Ropo culture we plan for all managers to partake in a course on diversity and inclusion. We will also update our training program and launch other development courses, including for example language courses for employees, and set an eNPS target ( $\geq 20$ ). To increase further awareness and engagement among employees we will arrange workshops in all the larger teams to work closer with the sustainability commitments we have taken on.

To support the wellbeing of our employees, we have decided to provide extensive occupational health services including medical care for all our employees group-wide.

### Business ethics & responsible service delivery

To continue upholding a risk management approach towards potential threats, our data security processes and policies will be aligned across the group. An important step in this process is continuing to work on our cyber security roadmaps to uphold highest standard of data and cyber security.

In 2022, we will also introduce united group-wide anti-corruption and anti-money laundering policy, and set an uptime guarantee for Ropo 24 and Ropo Online.

### Climate friendly invoice lifecycle

Once we have a base year for the sustainability report and data collection, we will be able to finalize clear sustainability goals and targets. Managing our role in the supply chain will be a strong focus area, as we move towards supply chain sustainability. From 2022, suppliers that do not have a certified process which meets our sustainability requirements in place, will have to sign our code of conduct when starting a collaboration with Ropo Capital.

**To support employee engagement and the Ropo culture we plan for all managers to partake in a course on diversity and inclusion.**





# Goals 2022

During 2022 we will continue to harmonize our standards, systems, and policies across the group. We will focus on clear and transparent reporting, aligned policies and business practice as well as setting a baseline for group-wide employee and client satisfaction.



## Training for clients and employees

We will provide sustainability and information security training as well as education for our newly conducted code of conduct for our clients and all our employees.



## Employee satisfaction

We will launch a Talent Management & Succession Planning principles including a standardized employee satisfaction survey.



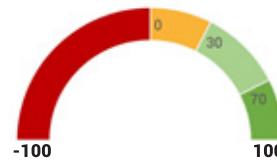
## Code of Ethics

We will update the Ropo code of ethics including an exclusion list of industries that we don't do business with, and implement it group-wide.



## Climate impact

We work to increase our environmental transparency and ensure more accurate climate impact data from all countries.



## Client and end-customer surveys

We will measure client and end-customer experience as well as the usability and inclusion of our services group-wide.

## Our Zero tolerance policy

We are always committed to:



0 warnings or other sanctions from authorities



0 major security incidents



0 cases of discrimination within the group



0 cases of corruption within the group



# GRI Content Index

GRI Standards General Disclosure	Disclosure	Page	Comment
<b>GRI 101: Foundation</b>			
<b>GRI 102: General Disclosures</b>	<b>Organizational profile</b>		
	102-1 Name of the organization	4	Ropo Holding I Oy
	102-2 Activities, brands, products, and services	6	
	102-3 Location of headquarters	8	Kuopio, Finland
	102-4 Location of operations	8	Finland, Sweden and Norway
	102-5 Ownership and legal form	8	
	102-6 Markets served	8	Services are offered in Finland, Sweden and Norway, in the private sector
	102-7 Scale of the organization	8	
	102-8 Information on employees and other workers	17	
	102-9 Supply chain	7	
	102-10 Significant changes to the organization and its supply chain	6-7	
	102-11 Precautionary Principle or approach		We apply the precautionary principle in accordance with legislation such as the Swedish Environmental Code
	102-12 External initiatives		We sponsor youth teams in various sports from ice hockey and football to cheerleading and handball, and donate money for charity. 2021 our Christmas donation was given to children and young people's mental health services.
	102-13 Membership of associations		Finnish Union of Debt Collection Agencies
	<b>Strategy</b>		
102-14 Statement from senior decision-maker	3		
<b>Ethics and Integrity</b>			
102-16 Values, principles, standards, and norms of behavior	6-7		
<b>Governance</b>			
102-18 Governance structure	7		





GRI Standards General Disclosure	Disclosure	Page	Comment
<b>GRI 101: Foundation</b>			
<b>GRI 102: General Disclosures</b>	<b>Stakeholder engagement</b>		
	102-40 List of stakeholder groups	11	
	102-41 Collective bargaining agreements		100 % of our employees are covered by collective bargaining agreement.
	102-42 Identifying and selecting stakeholders	11	
	102-43 Approach to stakeholder engagement	11	
	102-44 Key topics and concerns raised	11	
	<b>Reporting practice</b>		
	102-45 Entities included in the consolidated financial statements	4	Ropo Holding 1 Oy, Ropo Holding 2 Oy, RopoHold Oy, Ropo Capital Oy, Ropo Invest Oy, Ropo Finance Oy, Ropo Holding Sweden AB, Ropo Capital Messaging AB, Ropo Capital Sweden AB, Ropo Holding Norway AS, Ropo Capital Messaging AS, Ropo Capital Norway AS
	102-46 Defining report content and topic Boundaries	11	
	102-47 List of material topics	11	
	102-48 Restatements of information		Non applicable (this is our first sustainability report)
	102-49 Changes in reporting		Non applicable (this is our first sustainability report)
	102-50 Reporting period		01.01.2021–31.12.2021
	102-51 Date of most recent report		This is our first sustainability report
	102-52 Reporting cycle		Annually
	102-53 Contact point for questions regarding the report	4	
	102-54 Claims of reporting in accordance with the GRI Standards	4	
102-55 GRI content index	36-41		
102-56 External assurance		This sustainability report has not been externally assured	



GRI Standard Material Disclosure	Disclosure	Page	Comment
<b>GRI 200 Economic Standard Series</b>			
<b>Indirect economic impact (2016)</b>			
<b>GRI 103: Management Approach</b>	103-1 Explanation of the material topic and its Boundary	28	
	103-2 The management approach and its components	28	
	103-3 Evaluation of the management approach	28	
<b>GRI 203: Indirect economic impact</b>	<b>203-2 Significant indirect economic impacts</b>	28	
<b>Anti-corruption</b>			
<b>GRI 103: Management Approach</b>	103-1 Explanation of the material topic and its Boundary	23-24	
	103-2 The management approach and its components	23-24	
	103-3 Evaluation of the management approach	23-24	
<b>GRI 205: Anti-Corruption</b>	205-2 Communication and training about anti-corruption policies and procedures	24	Sweden and Norway are not represented, the data will be available for next year's report. Our Finnish locations lack "Total number and percentage of business partners that the organization's anti-corruption policies and procedures have been communicated to by employment category". We are working to set up structures for next years report.
	205-3 Confirmed incidents of corruption and actions taken	24	
<b>Environmental standards</b>			
<b>GRI 300 Environmental Standards</b>			
<b>Energy (2016)</b>			
<b>GRI 103: Management Approach</b>	103-1 Explanation of the material topic and its Boundary	30-32	
	103-2 The management approach and its components	30-32	
	103-3 Evaluation of the management approach	30-32	
	302-1 Energy consumption within the organization	32	Norway is not represented, the data will be available for next year's report.
<b>Emissions (2016)</b>			
<b>GRI 103: Management Approach</b>	103-1 Explanation of the material topic and its Boundary	30-32	
	103-2 The management approach and its components	30-32	
	103-3 Evaluation of the management approach	30-32	





GRI Standard Material Disclosure	Disclosure	Page	Comment
GRI 305: Emissions	305-1 Direct (Scope 1) GHG emissions	32	Norway is not represented, the data will be available for next year's report.
	305-2 Energy indirect (Scope 2) GHG emissions	32	Norway is not represented, the data will be available for next year's report.
	305-3 Other indirect (Scope 3) GHG emissions	32	Norway is not represented, the data will be available for next year's report.
<b>Waste (2020)</b>			
GRI 103: Management Approach	103-1 Explanation of the material topic and its Boundary	30-32	
	103-2 The management approach and its components	30-32	
	103-3 Evaluation of the management approach	30-32	
Topic specific management approach	306-1 Waste generation and significant waste related impacts	32	
	306-2 Management of waste-related impacts	30- 32	
GRI 306: Waste	306-2 Management of waste-related impacts	32	Norway is not represented, the data will be available for next year's report.
<b>Social standards</b>			
<b>GRI 400 Social Standards</b>			
<b>Employment</b>			
GRI 103: Management Approach	103-1 Explanation of the material topic and its Boundary	15-18	
	103-2 The management approach and its components	15-18	
	103-3 Evaluation of the management approach	15-18	
GRI 401: Employment	401-1 New employee hires and employee turnover	18	
	401-3 Parental leave	18	Sweden and Norway are not represented, the data will be available for next year's report. Return to work rate and retention rate data is missing for Finland.
<b>Occupational health and safety</b>			
GRI 103: Management Approach	103-1 Explanation of the material topic and its Boundary	19-21	
	103-2 The management approach and its components	19-21	
	103-3 Evaluation of the management approach	19-21	



GRI Standard Material Disclosure	Disclosure	Page	Comment
<b>Topic specific management approach</b>	403-1 Occupational health and safety management system	19	Norway is not represented, the data will be available for next year's report.
	403-2 Hazard identification, risk assessment, and incident investigation	19-20	Norway is not represented, the data will be available for next year's report.
	403-3 Occupational health services	20	Norway is not represented, the data will be available for next year's report.
	403-4 Worker participation, consultation, and communication on occupational health and safety	20	Norway is not represented, the data will be available for next year's report.
	403-5 Worker training on occupational health and safety	20	Sweden and Norway are not represented, the data will be available for next year's report.
	403-6 Promotion of worker health	20	Sweden and Norway are not represented, the data will be available for next year's report.
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business	20	Norway is not represented, the data will be available for next year's report.
<b>GRI 403: Occupational health and safety</b>	403-8 Workers covered by an occupational health and safety management system	21	Norway is not represented, the data will be available for next year's report.
<b>Training and education</b>			
<b>GRI 103: Management Approach</b>	103-1 Explanation of the material topic and its Boundary	16	
	103-2 The management approach and its components	16	
	103-3 Evaluation of the management approach	16	
<b>GRI 404: Training and Education</b>	404-1 Percentage of employees receiving regular performance and career development reviews	16	Sweden and Norway are not represented, the data will be available for next year's report.
<b>Diversity and equal opportunity</b>			
<b>GRI 103: Management Approach</b>	103-1 Explanation of the material topic and its Boundary	17	
	103-2 The management approach and its components	17	
	103-3 Evaluation of the management approach	17	
<b>GRI 405: Diversity and Equal Opportunity</b>	405-1 Diversity of governance bodies and employees	18	
	405-2 Ratio of basic salary and remuneration of women to men		Sweden and Norway are not represented, the data will be available for next year's report.
<b>Non-discrimination</b>			
<b>GRI 103: Management Approach</b>	103-1 Explanation of the material topic and its Boundary	17	
	103-2 The management approach and its components	17	
	103-3 Evaluation of the management approach	17	





GRI Standard Material Disclosure	Disclosure	Page	Comment
<b>GRI 406: Non-discrimination</b>	406-1 Incidents of discrimination and corrective actions taken	17	
<b>Supplier Social Assessment</b>			
<b>GRI 103: Management Approach</b>	103-1 Explanation of the material topic and its Boundary	7	
	103-2 The management approach and its components	7	
	103-3 Evaluation of the management approach	7	
<b>GRI 414: Supplier Social Assessment</b>	414-1 New suppliers that were screened using social criteria	7	We currently do not have a process in place for supplier sustainability screenings, thus 0 % of our new suppliers have been screened on social criteria. This will be addressed in the upcoming year.
<b>Customer Privacy</b>			
<b>GRI 103: Management Approach</b>	103-1 Explanation of the material topic and its Boundary	25-26	
	103-2 The management approach and its components	25-26	
	103-3 Evaluation of the management approach	25-26	
<b>GRI 418: Customer Privacy</b>	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	26	



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