

# Ropo

## Code of Conduct

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Approved by:

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Ropo Group

Ropo. Makes your business flow.

# Table of contents

Code of Conduct	2
1 Scope and responsibilities	2
2 Foundation and legal compliance	2
3 Our values	2
3.1 Company core values	2
3.2 At our place of work	2
3.2.1 Healthy and safe working environment	2
3.2.2 Equality, diversity, and inclusion	3
3.2.3 Forced labour and child labour	3
3.2.4 Data security and integrity	3
3.2.5 Management systems	3
3.3 In our industry	4
3.4 To minimise negative impact on the environment	4
4 Implementation and enforcement	5
5 Reporting concerns	5



# Code of Conduct

At Ropo, we are committed to ethical and responsible business and service delivery. We are expanding our market share and changing the market with our one platform invoice lifecycle service; We are the leader in our field in Finland and aim to achieve the same success in the Nordic market. We have a responsibility to lead by example and conduct business in an ethical manner, distinguished by respect for our people, our business partners, and the communities in which we operate.

This Code of Conduct describes what we expect from each other and from our business partners, to ensure that we consistently conduct responsible, ethical and sustainable business. Our business and company culture is built on trust. This Code helps put Ropo's company values into practice and to earn and maintain the trust of our stakeholders.

## 1 Scope and responsibilities

This Code of Conduct applies to everyone at Ropo, regardless of the form of employment or role, including but not limited to board members, managers, employees, consultants, and trainees (hereinafter referred to as "employees").

All employees are obliged to respect the content of the Code and comply with its values in their daily work. Persons in senior positions have an additional responsibility to lead by example and ensure that all employees are familiar with and understand the content of the Code.

Ropo expects suppliers, affiliates, and other contractual partners associated with or representing Ropo to conduct their business in alignment with the requirements in this Code.

## 2 Foundation and legal compliance

This Code is based on the 10 principles of the UN Global Compact and its underlying conventions and declaration. Ropo shall always follow national legislation and regulations in the countries in which we operate. This Code outlines the minimum requirements for sustainable business conduct. If local laws and regulations set out a more stringent position than this Code, such regulations shall prevail. In cases of conflict between this Code and a mandatory local law or regulation, the local law or regulation shall apply.

## 3 Our values

### 3.1 Company core values

Ropo's shared values, together with our strategy, mission and vision, are the foundation for everything we do. We serve our clients with the companies' most vital processes - our business is built on trust from our clients and our employees. To safeguard that trust we have our core values to lean on: target focus, reimagination, unending drive, straight talk, and team spirit. This Code helps us work by our values and summarizes our most important guidelines.

### 3.2 At our place of work

#### 3.2.1 Healthy and safe working environment

Fair terms and conditions of work are essential to be able to perform well. Ropo complies with national company-level agreements, relevant labour law and collective agreements regarding working hours, overtime, leave, remuneration and benefits. We respect our employees' freedom of association and right to negotiate collectively.

The well-being of our employees is our highest priority. Our places of work shall be safe, clean, and healthy. We carry out systematic work environment risk assessments to ensure the physical and mental health of all employees. We promote the health of our employees and prevent injuries or illness. We take work environment risks very seriously and act immediately on signs of ill health.

### 3.2.2 Equality, diversity, and inclusion

The equal value of all people is indisputable at Ropo; We promote diversity and provide an equal opportunity workplace. Ropo shall be equal in all its practices and recruitment. Employment at Ropo is based solely upon individual merit and qualifications directly related to professional competence. Discrimination or harassment in any form, verbal, physical or visual, including, but not limited to gender, gender identity, race, age, sexual orientation, pregnancy status, religion, ethnicity, mental or physical disability or medical condition, is never accepted.

We work actively to take preventive measures that promote equal rights and opportunities, and any shortcomings must be investigated, measured and followed up on.

### 3.2.3 Forced labour and child labour

All forms of modern slavery, including forced labour and trafficking is strictly prohibited. All work shall be voluntary, employees must be able to leave the workplace freely after the working day and personal documents or belongings may not be seized to force a person to work.

Ropo does not accept any form of work performed by children or young people preceded by

violence, coercion, or exploitation. Persons under the age of 18 may in certain circumstances carry out work, but in all circumstances, employees must be at least 16 years old at the time of entering the employment. Young employees must receive special protection from inappropriate work tasks that may involve a risk to their health, safety, or development.

Illegal labour must not be used, either in Ropo's offices, or in the operations of our clients, suppliers, or other business partners.

### 3.2.4 Data security and integrity

Safe processing of customer and client data is at the core of Ropo's business. We recognise our legal and ethical responsibility to safeguard the confidentiality of personal data and are committed to protecting the personal data of our employees, clients and end-customers, and other business partners. All data processing shall be subject to adequate organisational and technical protective measures.

Employees must never disclose confidential information within or outside the company, unless the information is necessary to perform a task on behalf of Ropo.

### 3.2.5 Management systems

Ropo has implemented a number of management systems to ensure efficiency and customer satisfaction in our operations:

- ISO 9001 for Quality Management Systems
- International Standard on Assurance Engagements ISAE-3402 type 2
- ISO 14001 for Environmental Management Systems
- ISO/IEC 27001 for Information Security Management



The effectiveness of the management systems shall continuously be evaluated through internal measures. We expect our business partners and suppliers to work systematically to an equal standard, however, do not require third party certification.

### 3.3 In our industry

Our business operations are built on trust. Ropo must always carry out our work responsibly, ethically and with high integrity to safeguard the trust of our stakeholders and prevent business malpractice. At Ropo, we have zero tolerance for unethical business conduct and corruption. Corruption in any form including, but not limited to, bribery, facilitation payments, extortion, fraud, insider trading and nepotism is strictly prohibited. In practice, this means that we:

- Never give or receive bribes. A bribe is a gift given or taken to influence another person's actions for their own gain, regardless of the value of the gift.
- We do not offer or accept gifts, travel, payment, or hospitality to encourage or reward a decision. All corporate hospitality should be characterized by cost consciousness.
- Do not contribute or enable money laundering through the services we provide our clients and end-customers.
- Only make decisions on objective grounds.
- Do not use our personal relationships or give advantage to someone we have a personal relationship with (nepotism and friendship corruption).
- Avoid situations that may give rise to conflicts of interest. In cases where a conflict of interest arises, we withdraw from decision making and/or report it to the line manager.
- Contribute to maintaining fair competition in the industry. We respect our competitor's business relationships and promote free and open competition. We do not participate in agreements regarding price fixing, market sharing, bid rigging or output restrictions.

- Place demands on our subcontractors and partners.
- Are transparent about our bookkeeping and tax payments and publicly disclose legally required information regarding financial status and risks and ensure good accounting practice.
- Observes neutrality regarding political parties and candidates and abides by applicable international treaties and national legislation on lobbying activities.

### 3.4 To minimise negative impact on the environment

To take responsibility and do our part, Ropo wants to actively contribute to a sustainable future by reducing or minimising the negative impact of our business operations on the environment.

#### Emissions and energy use

Our business model is digital in nature, and we use IT equipment that consumes electricity to perform our work. Ropo shall actively work to use as little energy as possible within our business operations, for example by using laptops with lower power consumption. The electricity purchased should come from renewable energy sources as far as possible.

#### Waste and recycling

We recycle in our offices and favour environmentally friendly choices. We shall strive to minimise the amount of waste that arises as a result of the company's operations. The waste that is generated, such as paper, packaging, electronics, fluorescent lamps and batteries, must be recycled separately. Hazardous waste must be handled and sorted separately. Our digital waste is handled by our leasing partners, and we commit to do our part in the process to ensure accurate handling of electronic waste. Ropo's waste management providers shall be ISO 14001 certified or be able to demonstrate equal environmental management processes.

## Business travel and commuting

We are more than happy to meet clients and partners face to face but believe that meetings and other events can be as effective and collaborative online. We therefore choose time- and energy efficient online meetings, telephone, or other solutions for distance meetings when suitable for the cause. When traveling for business purposes, we strive to minimize the environmental footprint by choosing environmentally friendly means of transport, as far as possible, and cars with low CO2 emissions when driving. We support cycling: our offices have great space and good parking areas for cyclists as well.

## 4 Implementation and enforcement

The CEO is responsible for the implementation of this Code. The Code is reviewed and revised annually to ensure that it meets any changes to the business' operations. It is the operative managers' responsibility to make sure that employees have read, signed and are compliant with the Code.

Code of Conduct training is included in our orientation program and mandatory for all new employees. Regular trainings are organized for all employees to increase ethical awareness.

Failure to comply with this Code, its supporting policies, or the laws and regulations in our countries of operation can result in disciplinary action. This may include re-training, or other corrective action including the termination of employment, depending on the circumstances.

For questions regarding the content of this Code, please contact your manager, HR or corporate compliance at [governance@ropo.com](mailto:governance@ropo.com).

## 5 Reporting concerns

Through channels of dialogue and openness, we can work together to identify and manage problems and risk situations. All employees are encouraged to speak up if they see or hear anything that is not in line with Ropo's Code of Conduct or values on ethical business conduct.

To report an incident or concern, employees can turn to their immediate line manager, HR or another person in the management teams.

We also have a whistleblowing service provided by an external partner, Hailey HR, to ensure anonymity. The communication channel is encrypted, and all messages are processed in confidence. Ropo guarantees that reports filed in good faith never receive any form of negative repercussions. Ropo does not tolerate retaliation and considers act of retaliation a serious misconduct. It is important that any suspicions are investigated in a proper manner and that corrective actions are put in place.

Misconduct can be reported through our whistleblowing channel on Ropo Home or directly via [this link](#).



The logo for Ropo, featuring the word "Ropo" in a white, sans-serif font. The letter "R" is stylized with a curved top and a vertical stem. The background is dark blue with large, overlapping, rounded shapes in a slightly lighter shade of blue.

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