

**EWQ**

TOGETHER FOR A SUSTAINABLE ZONE

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## Greetings from the CEO

We are currently living in a world where sustainability is not always given the attention it deserves. This is, of course, understandable in a time when Europe is facing war, and as a result, issues such as climate change, workplace wellbeing and good governance may not make headlines or at least not as prominently as they did just a few years ago.

However, at the core of sustainability lies the understanding that we cannot pause our efforts to support the environment and human wellbeing, especially at times when these topics receive less attention. Climate change is a serious issue that will undoubtedly affect us all, and its impact is likely to be stronger and faster than expected. We must not lose sight of our colleagues, their wellbeing, or the importance of making sustainable choices in our daily work.

Environmental responsibility, people's wellbeing and good governance have not lost their importance as values; only their visibility in public discussion changes depending on the situation.

At EWQ, the foundation of our sustainability is built on the wellbeing of our people. We strongly believe that sustainability is first reflected in how our employees feel, how we approach our work, how we speak about our workplace, and whether we are seen as an attractive employer.

We continue to invest significantly in sustainability and reporting. As a testament to this, we achieved ISO 14001 certification and were awarded a Gold rating in the EcoVadis sustainability assessment. We are committed to continuously improving our sustainability efforts and aim to be better every year.

Even in a challenging environment, we remain committed to our values, and we are proud of that. Our sincere thanks go to our skilled and dedicated team, whose efforts have made this possible.

**Sampo Brisk**  
CEO

# 2025 Highlights



## We achieved ISO 14001 and ISO 9001 certifications

Our operations were audited for the first time in accordance with the ISO 9001 and ISO 14001 standards, and the certifications were achieved without any non-conformities. The certifications demonstrate that our operations are based on clear and effective processes, as well as the systematic consideration of environmental impacts.

## EcoVadis rated our sustainability work at the Gold level

We achieved the EcoVadis Gold Medal, placing us among the top five percent of companies assessed globally. This achievement reflects our strong commitment to sustainable business practices, where environmental and social responsibility, and good governance are an integral part of our everyday operations.



## We donated and supported communities

During the year, we supported several communities and organisations. For every response to our NPS survey, we donated funds to the Pink ribbon fundraiser, which supports Finnish cancer research. In addition, we supported the local school, children's hobbies and workplace sports.



## We promoted climate work in Finland

We supported climate work by funding verified emission reduction projects implemented in Finland that increase natural carbon sinks and support Finland's carbon neutrality target for 2035. We redeemed 73tCO<sub>2</sub>e worth of HiliPlus+ climate units to cover the emissions caused by our own operations.



## A step towards a lower-emission service vehicle fleet

We renewed our service vehicle fleet by switching from a diesel vehicle to a hybrid vehicle as part of the reduction of emissions from our fleet. The change supports the transition to lower-emission mobility and reduces the environmental impact of our operations.

## We expanded the range of product-specific emission calculations

We started offering product-specific carbon footprint calculations more extensively to our customers. Accurate emission data supports the calculation of our customers' carbon footprint, sustainability goals and making more informed and environmentally friendly decisions in their own operations.





GENERAL INFORMATION

## [B1] Basis for preparation

This sustainability report has been prepared in accordance with the comprehensive module of EFRAG's voluntary sustainability reporting standard for non-listed SMEs (VSME). We have included additional information about our sustainability outside the VSME standard in the report so that our report covers the requirements of our stakeholders. The reporting period is from 1 January to 31 December 2025. The board of directors of EWQ approved the report on 29 May 2026.

The report covers the headquarters of EWQ Zone Oy (hereinafter EWQ) in Helsinki. The head office comprises office, warehouse and assembly facilities. Our subsidiaries EWQ Sverige Ab and EWQ Danmark ApS in Sweden and Denmark focus exclusively on sales activities.

We have taken into account the Swedish and Danish staff in the report but have excluded non-relevant reporting points related to the offices.

The sustainability report serves as the basis for EWQ's annual ESG reporting. The 2025 sustainability report is our second annual sustainability report prepared in accordance with the comprehensive module of the VSME standard.

We continuously develop our sustainability reporting, taking into account evolving regulation, stakeholder expectations and needs, and the development of the organization's own focus areas and goals.

### General information

NACE sector classification code	46.69
Revenue (MEUR)	17,5
Balance	14,8
Personnel	34

## LOCATIONS

Site	Address	Postal code	City	Country	Coordinates
EWQ Zone Oy (HQ)	Höyläämötie 11 A, 4th floor	00380	Helsinki	Finland	60.2167, 24.8819
EWQ Sverige Office & Showroom	Bryggargatan 8b	11121	Stockholm	Sweden	59.3331, 18.0594
EWQ Danmark Office & Showroom	Lyshøjten 10A	8520	Lystrup	Denmark	56.2291, 10.2412

PRODUCTS AND SERVICES



Price Communication

EWQ ScanToPair



Retail Media

Digital communication and marketing



Queuing Solutions

SuperQueue

[C1] EWQ – Shaping the ZONE together

EWQ is a Finnish company that develops management systems for the digital presentation of price information and campaign communications, as well as queue management. We operate in the B2B market in the Nordic countries and our offices are located in Finland, Sweden and Denmark. Our solutions are utilised especially in the operating environments of retail and other customer-intensive industries.

EWQ's business is based on in-house system development and a selected supply chain. More than half

of the fifteen key suppliers are Finnish companies. The largest international partners are South Korean manufacturers specializing in display technology and electronic components.

Our information systems are located in Finland in data centers with a high level of energy efficiency.

ESTABLISHED

1996

CUSTOMERS

+ 3400

REVENUE

17,5 M€

EBITDA

1 M€

EMPLOYEES

34 hlö

OWNERSHIP BASE

100%

Finnish-owned  
(40% Evli Private Capital)



EWQ's operations are based on long-term and responsible business. Our owners' strong vision of long-term value creation guides both our strategic policies and our day-to-day operations.

Sustainability is a strategic focus for us. Our vision and values guide responsible decision-making and daily operations. Our operating model is based on customer orientation, cooperation and secure solutions that support long-term value creation. Sustainability is integrated into product development, operational processes and employee well-being.

## Our Vision

*Shaping the ZONE Together*

We create new ways to deliver unforgettable customer experiences and improve productivity, while reducing the carbon footprint and promoting employee well-being.

## Our Values

Customer-oriented

Together

Data security

Sustainability



## [B1] Certifications, assessments and badges

### ISO 14001 - Environmental Management System

The ISO 14001 environmental certificate demonstrates that our operations meet the requirements of the International Standard for Environmental Management and reflects our commitment to reducing environmental impacts and promoting resource efficiency.

Date: December 19, 2025

Granted by: Kiwa Sertifointi Oy



### EcoVadis - Gold

The recognition reflects the high level of sustainability management and demonstrates a commitment to promoting transparency throughout the value chain. EcoVadis is a leading global sustainability assessor that assesses the environmental, social and ethical performance of companies.

Result: 82/100, we are among the best in EcoVadis evaluations

5% of the more than 150,000 companies assessed.

Date: March 3, 2026



### ISO 9001 - Quality Management System

The ISO 9001 Quality Management System ensures customer-oriented operations, process management and continuous improvement, and supports high-quality and reliable service in all our operating countries.

Date: December 19, 2025

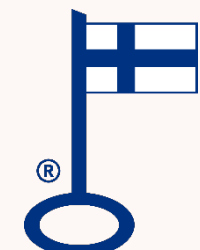
Granted by: Kiwa Sertifointi Oy



### Key Flag Symbol

The Key Flag Symbol awarded to EWQ SuperQueue is an indication of products manufactured in Finland and the employment impact of the operations. In addition to EWQ's own personnel, the operations create jobs for design, production and installation professionals in Finland.

Granted by: Finnish Work



In addition, we are a member of FIBS (Finnish Business & Society), the leading corporate responsibility network in the Nordic countries. Membership strengthens our company's sustainability expertise and supports the utilisation of up-to-date information, best practices and expert networks in our sustainability work.

## EWQ's sustainability strategy – Together for a sustainable ZONE

EWQ's operations have an impact on the climate, the use of natural resources and people throughout the value chain. Identifying and managing these impacts is a key part of the company's sustainability thinking. Our sustainability strategy covers environmental and social responsibility, good governance and sustainability in the value chain.

By working strategically with sustainability, we aim to contribute to economically, environmentally and socially sustainable development and to ensure that our operations do not undermine the livelihoods of future generations.

Sustainability is an integral part of EWQ's values, strategy and operating principles. Our strategic policy is to develop resource-efficient, sustainable and long-lasting products and services that help our customers in their own sustainability work and promote responsibility in the retail sector.

One of our values is "together", and our sustainability mission *Together for a sustainable ZONE* emphasizes the importance of cooperation: sustainability work is done together with employees, customers and other stakeholders, and results are created by working

together.

EWQ's sustainability work is guided by its values, sustainability programme in line with its sustainability strategy, and policies and guidelines. The sustainability programme helps us to focus our actions on the topics that are most important to our business and stakeholders. It defines the focus areas, short-term and long-term goals and performance indicators for our sustainability work.

The development of corporate responsibility and the achievement of the set goals are also guided by commitments, stakeholder expectations and applicable legislation. Our operations are transparent, we are committed to the sustainability goals we have set, and we also encourage our stakeholders to adopt responsible practices.

Reducing climate impact is one of the most important parts of our sustainability programme. In 2025, we expanded the calculation of greenhouse gas emissions to cover emission sources in the value chain, which improved the transparency of emissions and enabled more efficient targeting of emission reduction measures.

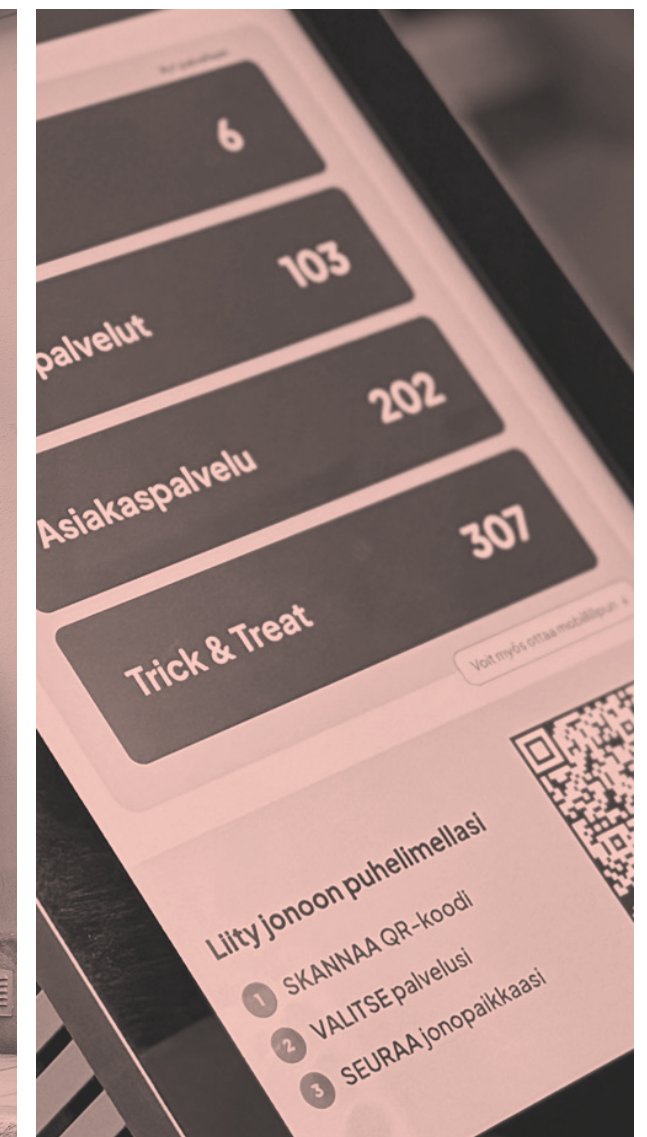
### OUR THREE MAIN GOALS:



Reducing climate impacts and developing services that support the circular economy



Sustainable supply chain and healthy and motivated personnel



Zero data breaches on an annual basis

At the same time, we updated our emissions targets; our goal is that in the future, the carbon footprint will grow at a slower pace than the turnover, which means that emissions will be decoupled from economic growth. We will specify the emission reduction targets and the measures to support them during 2026.

As part of our climate work, we offer our customers solutions that support their sustainability goals and long-term business development. We develop products and services that reduce paper consumption and other material flows and promote the transition to digital and resource-efficient operating models. In this way, we support the reduction of environmental impacts throughout the value chain.

In the development of digital solutions, we emphasise information security and the confidential handling of data as part of a responsible and reliable service package.

Sustainability in our customer solutions also extends to social impacts. With our solutions, the everyday work of our customers' personnel becomes easier and manual, time-consuming processes are reduced, which supports the smoothness, meaningfulness and efficiency of work. In this way, sustainability is linked to the

overall value produced for our customers.

A sustainable and transparent value chain is at the core of EWQ's operations and a prerequisite for us to be able to call ourselves a responsible operator. The impact of our operations extends beyond our own organization, and our decisions affect the actors in our value chain and the people involved in the implementation of our products and services. That is why sustainability is seen as a whole that encompasses both our own personnel and the actors and other key stakeholders in our value chain.

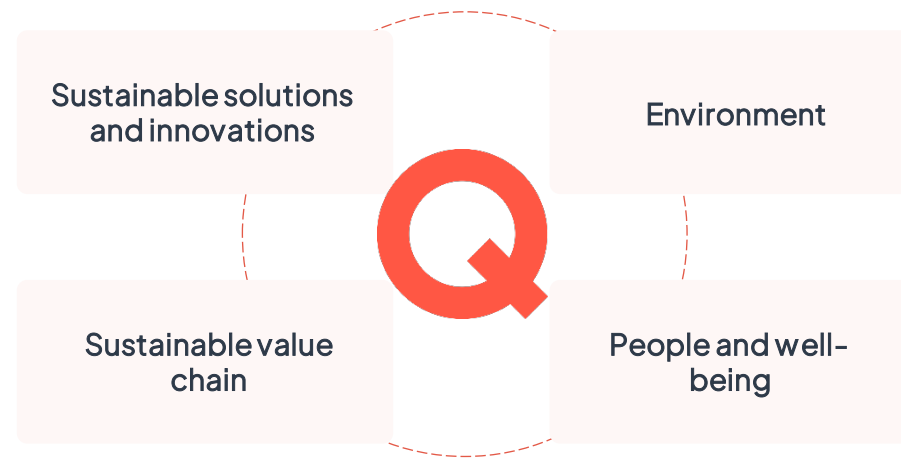
In 2025, we developed a sustainable value chain by conducting risk assessments of our suppliers and strengthening risk-based and continuous monitoring. Our goal is to identify and manage social, ethical and operational risks and to promote responsible practices in cooperation with our partners. We are committed to taking business ethics and responsibility into account both in our own operations and in our value chain.

At the same time, we invest in healthy and motivated personnel. We are constantly developing our corporate culture so that it supports well-being at work, competence development and a participatory way of working. In 2025, we continued to take measures to support the well-being of our personnel, e.g.

through diverse training and well-being at work activities, and we monitored the state of well-being at work regularly. We believe that motivated and healthy employees are a key factor in building a responsible value chain, sustainable growth and long-term success.

**[B2] Practices, policies and future initiatives for transitioning towards a more sustainable economy**

EWQ's sustainability work covers the entire company's operations and the life cycle of the product and service. At the core of our development work aligned with our sustainability strategy are priority areas based on our material impacts. At EWQ, these are as follows:



We have defined a goal for each focus area, which is measured by key indicators for the topic. The relevant topics, measures, objectives and indicators are presented in the table on pages 13 and 14.

The themes that the company's practices, policies, and future initiatives address are:

Theme	Yes / No
Climate change	Yes
Pollution	No
Water and marine natural resources	No
Biological diversity and ecosystems	No
Circular economy	Yes
Own workforce	Yes
Value chain workers	Yes
Communities affected by impacts	No
Consumers and end-users	Yes
Business conduct	Yes

## [B2, C2] Targets and metrics of EWQ's sustainability work

Theme	Relevant topic	Existence of related practices, policies or future initiatives (Yes/No)	Publicly available (Yes/No)	Policies have targets (Yes/No)	Description of practices, policies and future initiatives and related measures	Target	KPI
Environment	Reducing climate impact	Yes	Yes	Yes	<ul style="list-style-type: none"> <li>Annual carbon footprint calculation Scope 1-3 and monitoring</li> <li>Monitoring energy consumption and using 100% fossil-free electricity</li> <li>Procurement and logistics are steered towards low-carbon solutions</li> <li>Employee training on emission reductions and energy consumption</li> <li>Annually audited ISO 14001 environmental management system</li> </ul>	<ul style="list-style-type: none"> <li>Carbon footprint growth should be slower than revenue growth by the end of 2026 (baseline year 2025)</li> <li>Carbon handprint calculation by 2029</li> </ul>	tCO2e Emission intensity
People and well-being	Well-being, safety and health at work	Yes	Yes	Yes	<ul style="list-style-type: none"> <li>Safeguarding the well-being, safety and human rights of employees in all operations</li> <li>EWQ Code of Conduct</li> </ul>	<ul style="list-style-type: none"> <li>Employee engagement and satisfaction with the company (eNPS): 70 by 2030 (baseline 41 in 2024)</li> <li>Maintaining a zero level of occupational accidents</li> </ul>	Employee engagement, eNPS Employee turnover % Occupational accidents (No.) Absence % Sickness absences (No.)
	Equal treatment, fairness and respect, and competence development	Yes	Yes	Yes	<ul style="list-style-type: none"> <li>EWQ Code of Conduct</li> <li>Action plan for equality and diversity (DEI), which includes concrete measures to ensure equality and develop an inclusive work environment</li> <li>Employee career development support and training</li> </ul>	<ul style="list-style-type: none"> <li>Equal treatment, fairness and respect for all employees. Prevalence of inequality in the company: On a scale of 1 (no inequality) to 5 (inequality occurs very often), target 1 by 2026 (baseline 1.82 in 2022)</li> </ul>	Employee satisfaction survey: Prevalence of inequality Training hours by gender
Sustainable value chain	Responsible sourcing and transparency	Yes	Yes	Yes	<ul style="list-style-type: none"> <li>EWQ ensures responsible working conditions throughout the value chain by following responsible sourcing principles and supplier assessment practices</li> <li>The EWQ Supplier CSR Code of Conduct requires partners to commit to the basic international principles of working life, such as safe working conditions and non-discrimination</li> <li>CSR Risk Assessment for new partners</li> <li>We favour companies operating within the EU</li> <li>Suppliers located in high-risk countries are audited by an external party</li> </ul>	<ul style="list-style-type: none"> <li>EWQ Supplier Code of Conduct coverage: Signed 100% by 2026</li> <li>New partners CSR Risk Assessment coverage: CSR Risk Assessment completed 100% by 2026</li> <li>Coverage of audits (or at least a process in progress) or assessments of suppliers with A and B ratings: 100% by 2026</li> <li>Sustainability training for those making purchases</li> </ul>	EWQ Supplier Code of Conduct signature % Factory audits in high-risk countries, % CSR Risk Mapping % Supplier surveys Education %

## [B2, C2] Targets and metrics of EWQ's sustainability work

Theme	Relevant topic	Existence of related practices, policies or future initiatives (Yes/No)	Publicly available (Yes/No)	Policies have targets (Yes/No)	Description of practices, policies and future initiatives and related measures	Target	KPI
Sustainable solutions and innovations	Development of services that support the circular economy and positive environmental impacts	Yes	Yes	Yes	<ul style="list-style-type: none"> <li>We develop digital, energy-efficient and circular economy services that reduce material flows, such as paper consumption, extend the life cycle of products and reduce the environmental impact of our own operations and customer use.</li> <li>Product life cycle assessments</li> <li>Ensuring that products and electronics are properly recycled in accordance with environmental standards</li> <li>Providing a recycling service for products and electronics to our customers</li> </ul>	<ul style="list-style-type: none"> <li>We continuously explore the latest technology solutions that are as energy-efficient as possible and have a long lifecycle</li> </ul>	Average lifespan of electronic devices Energy efficiency
	Cybersecurity Secure handling of data	Yes	No	Yes	<ul style="list-style-type: none"> <li>Data is processed only by professionals</li> <li>Movement of data only within the EU's borders</li> <li>Third-party security audits</li> <li>Strengthening the information security competence of the staff through regular training and tests</li> </ul>	<ul style="list-style-type: none"> <li>Zero data breaches on an annual basis</li> </ul>	Data breaches (No.)



ENVIRONMENT

**[B3] Energy consumption**

We regularly monitor the energy consumption of our operations. The total amount of energy consumption and the distribution by energy source are presented in the table below. We use 100% fossil-free electricity in our office, warehouse and production facilities, which is produced by a combination of hydropower and nuclear power. These electricity generation methods do not increase the carbon dioxide concentration in the atmosphere. The origin of the energy has been verified by VENI Energia.

We have improved energy efficiency by regulating the operating time of lighting and air conditioning. We only use the latest technology tools with the best possible energy efficiency.

The energy consumption of district heating is reported broken down into renewable and non-renewable energy based on the energy source distribution\* reported by the energy supplier. The non-renewable part includes energy based on fossil energy sources and waste heat.

The diesel included in energy consumption consists of both renewable and non-renewable parts. Diesel consumption is related to a diesel-powered service vehicle, which has been utilised especially in installation and maintenance

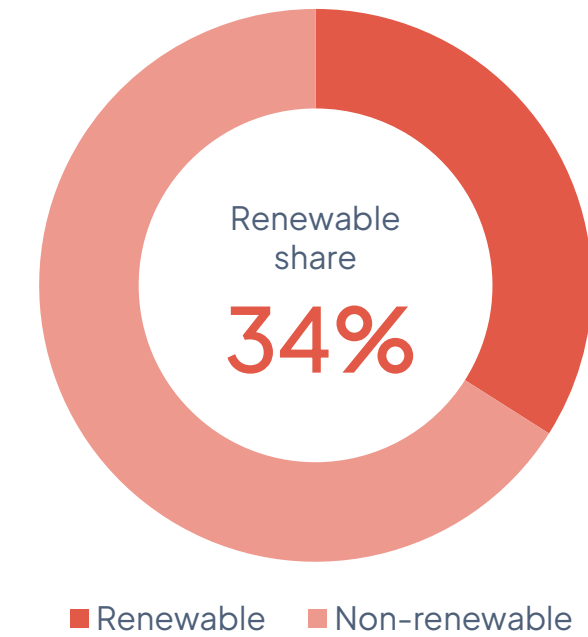
operations. In accordance with legislation, the diesel used in Finland contains renewable fuels on the basis of the distribution obligation. The distribution of diesel energy into renewable and non-renewable energy is presented in the table using the percentage division\*\* in accordance with the distribution obligation.

In December 2025, the diesel-powered service vehicle was replaced by a hybrid vehicle. The fleet upgrade will reduce fuel consumption and traffic emissions, especially in urban driving and maintenance sites where the electric driving mode is available. The change supports our goal of improving energy efficiency and gradually reducing the climate impact of our operations.

Renewable energy accounts for about 34% of total energy consumption. The share is expected to increase in the future, for example, due to the renewal of the vehicle fleet and the move to more energy-efficient premises.

ENERGY CONSUMPTION BY TYPE

**252,1 MWh**  
Total energy consumption in the reporting year 2025



Type of energy		2024	2025
Electricity (MWh)	Renewable	19,27	15,6
	Non-renewable	39,11	31,8
Fuels (MWh)	Renewable	3,96	7,0
	Non-renewable	25,35	32,5
District heating (MWh)	Renewable	72,05	62,78
	Non-renewable	117,55	102,42
Total (MWh)	Renewable	95,28	85,38
	Non-renewable	182,01	166,72
	Total	277,29	252,1

↗ Electricity guarantee of origin\*\*\*

\*Helen 2026, Production distribution (%) and specific emissions of heat fed into the district heating network, \*\*Energy Authority 2026, Distribution obligation, \*\*\*The energy contract is in the name of the housing company

### [B3] Greenhouse gas emissions

We calculate our greenhouse gas emissions annually and utilise the results in monitoring environmental impacts, managing risks and targeting emission reduction measures. Emission calculations support the principles of our environmental policy: we are committed to reducing the harmful environmental impacts caused by our operations, improving energy efficiency and communicating environmental impacts transparently. The emission calculation is based on the standards and guidelines of the Greenhouse Gas Protocol (GHG) and has been verified by a third party.

In 2025, we expanded and specified our emissions calculations significantly. With the help of the primary data produced by the suppliers, we were able for the first time to calculate the emissions from the purchased products included in scope 3 emissions as well as the processing, use and end-of-life phase of the sold products with an accuracy of approximately 90%. In addition, we took investments into account in the calculation. Due to the expanded emission calculation, the scope 3 emissions of previous years are not comparable with 2025.

The year 2025 is considered the reference level for scope 3 calculations, on the basis of which the

development will be monitored in the future. We will consolidate the calculation model and data sources so that the figures for 2026 are fully comparable for the first time.

The calculation of emissions from purchased products is a continuous process, and the emission sources are constantly being concretised, and suppliers are committed to the emission calculations.

#### Scope 1–2 emissions

Scope 1, i.e. our direct emissions, consists of the service vehicle. Scope 2, indirect emissions from purchased energy are minimal, as fossil-free electricity is used in the operations. Emissions from purchased energy are generated by district heating. The Scope 1–2 emission intensity has continued the downward trend, which shows a positive development in the management of own operations and energy efficiency.

#### Scope 3 emissions

Emissions from the value chain account for the largest share of our total emissions. The largest sources of emissions are particularly related to the materials and manufacture of purchased products and the use of sold products.

### GREENHOUSE GAS EMISSIONS 2023–2025

tCO <sub>2</sub> e	2023	2024	2025	Change 2023–2025
Scope 1	6,34	7,85	11,51	81,5%
Scope 2 (Market-based)	32,93	25,98	22,63	-31,3%
Scope 2 (Location-based)	-	-	36,70	-
Scope 3	402,66	826,27	3 674,81	812%*
Purchased goods and services	326,45	770,06	1 375,11	321%*
Capital goods	4,23	4,25	5,23	24%
Fuel- and energy-related activities	-	11,15	10,92	-
Upstream transportation and distribution	23,32	48,54	146,2	527%
Waste	2,02	1,97	3,69	82,67%
Business travel	20,69	25,63	18,66	-10%
Employee commuting	17,73	11,12	11,73	-34%
Downstream transportation and distribution	8,23	6,35	7,31	-11%
Processing, use, and end-of-life of sold products	Included in purchased products	Included in purchased products	1 934,96	-
Investments	-	-	161,00	-
<b>Total emissions</b>	<b>441,94</b>	<b>860,09</b>	<b>3 708,94</b>	<b>739%*</b>

### EMISSION INTENSITY 2023–2025

tCO <sub>2</sub> e/t€	2023	2024	2025	Change 2023–2025
Scope 1–2	0,004	0,003	0,002	-50%
Scope 1–3	0,04	0,07	0,21	425%*

\*2023 and 2024 are not comparable to 2025 due to the expansion of emissions calculations

↗ Carbon footprint verification certificate

The emission sources are structured according to upstream and downstream in order to distinguish between the largest emission sources and to target measures effectively.

The availability of primary data from our suppliers has made the calculation significantly more accurate. Life cycle analyses provided by suppliers and certified product-specific emission calculations make the results reliable. The revision of the data explains the significant increase in emissions from purchased products and the processing, use and end-of-life phase of sold products.

For other scope 3 emission sources, the changes have been more even. Emissions from business and business travel have decreased. The development is mainly driven by the transition to hybrid vehicles, the commuter benefit provided to employees that encourages the use of public transport, and the increase in remote meetings instead of long business trips.

Emissions related to inbound logistics have increased as a result of increased sales volumes and ensuring security of supply. We are looking at ways to control emissions from logistics as the business grows.

In outbound transports, on the other hand,

emissions have decreased due to the use of more environmentally friendly forms of distribution. We have selected cargo partners that have invested in lower-emission vehicles and use sustainable aviation fuel. In addition, transports are planned proactively, which makes it possible to utilise lower-emission road transport instead of air courier services.

### [C3] GHG reduction targets

We have identified climate change as one of our company's essential sustainability themes, and reducing climate impacts is one of our key goals. Our goal is that our carbon footprint will grow more slowly than net sales in the future, which means that emissions will be decoupled from economic growth.

The Scope 1–2 emission intensity has steadily decreased, indicating that emissions from our direct operations and purchased energy are under control as the business grows. This development is supported especially using fossil-free energy, energy efficiency measures and staff training.

In the future, we will focus our emission reduction measures especially on those scope 3 categories that generate the majority of our total emissions. We primarily sell our customers solutions that represent the latest technology and are designed to be energy-efficient and long-lasting. Advances in technology and resource efficiency reduce the amount of materials needed to manufacture products and thus curb emissions related to purchased products. In addition, improved energy efficiency reduces the products' emissions during use throughout their life cycle.

We will specify the emission reduction targets and the concrete measures to support them during 2026. This is in line with our environmental policy, which emphasizes continuous improvement, life-cycle thinking, and cooperation with partners and suppliers to reduce environmental impact.

#### MEASURES TAKEN IN 2025 TO DEVELOP CLIMATE WORK AND MITIGATE CLIMATE CHANGE

- Identifying and analysing climate-related impacts
- Annual emission calculation and monitoring and development of the calculation (in 2025, scope 3 calculation covered 90% of the emissions in the value chain)
- Use of fossil-free energy in business premises
- Upgrading a service vehicle to a hybrid model
- Training our personnel on climate change, emission calculations and the necessary emission reduction measures
- Developing solutions that support customer companies' emission reductions and are resource-efficient
- Providing product-specific carbon footprint calculations to customers
- Offer an employer-subsidised commuter ticket to staff who instruct them to use public transport instead of a car
- Optimising logistics and using more environmentally friendly forms of distribution

## Supporting emission reduction projects

After calculating the carbon footprint and taking measures to reduce emissions, the next step in our climate work is to actively participate in the promotion of national climate goals. We support climate work by funding verified emission reduction projects implemented in Finland that increase natural carbon sinks and support Finland's carbon neutrality target for 2035.

In the reporting year 2025, we redeemed a total of 73 tCO<sub>2</sub>e worth of verified HiiliPlus+ climate units to cover the emissions caused by our own operations. Climate units covered scope 1 and scope 2 emissions, as well as partially scope 3 emissions, including commuting, business travel and waste, as part of our commitment to managing our climate impacts and advancing national climate targets.

The HiiliPlus+ climate units have been produced in Finnish projects in which the carbon sequestration capacity of forests is increased through fertilisation. The projects comply with the ISO 14064-2 standard, and their implementation and reporting have been independently audited by DNV GL. The carbon sequestration to be commercialised as climate units has already been realised, not just planned.

The HiiliPlus+ climate units are based on a measurable and verified increase in the carbon sequestration of forests. Only additional growth exceeding the normal growth of forests is accepted as climate units, of which only half is converted into commercialised units in accordance with the precautionary principle. Carbon sequestration will be increased through fertilisation in accordance with the principles of sustainable forest management, and the projects will comply with PEFC or FSC certification. Each cubic metre of growing stock that exceeds normal growth binds about one tonne of carbon dioxide from the atmosphere.

[↗ View certificate](#)

[↗ Read more about Hiiliplus+ climate units](#)



### EWQ has redeemed 73 tCO<sub>2</sub>e (ERU) of Finnish forest-based verified climate units

**Climate unit serial numbers:**  
23102649–23102679  
23102971–2310 3 012

**Forest type:**  
Coniferous commercial forest

**Project location:**  
Nastola (Päijät-Häme)

**Type of fertilization:**  
Nitrogen fertilizer

## [C4] Climate Risks

Climate-related risks have not yet been assessed as a separate entity. However, climate risks have been identified and assessed as part of EWQ's risk management in accordance with ISO 9001 and ISO 14001 certified management systems.

In our risk register, risks related to climate change have been identified as rising costs, uncertainty in the supply chain, and the possible effects of extreme climate phenomena on operations and logistics. The risks have been assessed on the basis of impact and probability, and responsible persons and management measures have been defined for them.

Climate risk management is based on proactive planning, supplier cooperation and strategic choices aimed at reducing the business impacts of climate change. As part of continuous improvement, we are further developing the identification and assessment of climate risks.

In the future, the aim is to include climate-related physical and transition risks more systematically as part of regular risk assessments and to specify the related management measures as part of the development of sustainability work.

## [B6] Water

The company's water withdrawal is limited to basic office functions, such as sanitary and cleaning use. The office and production facilities are in a rented building with six floors (including the basement floor). The company uses one floor, so the water intake has been estimated by dividing the building's total water intake by six. The company does not have any production processes or manufacturing that consume significant amounts of water.

	Water withdrawal (m3)
All sites	170
Sites in areas with high-water stress	0

## [B7] Promoting the Circular Economy

The development of services that support the circular economy and positive environmental impacts is one of EWQ's key sustainability topics. We promote the development of solutions that enable the use of equipment until the end of its life cycle or even reduce the need for physical equipment. Resource efficiency is improved by extending the service life of equipment, reducing the need for new materials needed for manufacturing, and minimizing material waste.

The principles of the circular economy have been

integrated into our operations through environmental management. An environmental management system in accordance with the ISO 14001 standard supports life cycle thinking, improving resource efficiency, and reducing material loss and waste. A systematic operating model helps to identify the key impacts related to the circular economy and develop solutions that support both business and environmentally sustainable growth.

### Long-lasting services: service, warranty and upgradability

EWQ contributes to the circular economy by extending the life of equipment throughout its life cycle. We offer a warranty, maintenance and spare parts services for our products, which allow the equipment to be used for as long as possible without the need for premature replacement. In addition, software updates enable the development of the functionality of the devices without the need for new equipment purchases, which reduces the use of materials and natural resources.

### Reuse and recycling as part of the service model

Customers are offered a recycling service for old equipment, the aim of which is to direct end-of-life devices either for reuse or for appropriate recycling.

Some of the decommissioned equipment will be transferred to leased devices, which can be borrowed or rented to customers as such, which will extend the life cycle of the equipment and reduce the need for new equipment.

The scrap metal generated by the equipment is recycled correctly, and a certified recycling operator operating in accordance with the ISO 14001 standard delivers the materials for further processing into industrial raw materials for new products.

### Responsible further processing of IT equipment

Discarded IT equipment, such as computers and monitors, is sent for further processing to a recycling operator who ensures proper handling and security of the devices and adheres to high quality and regulatory standards. Up to 98% of the devices can be reused and the rest is recycled. This supports our circular economy goal of preserving the value of materials for as long as possible and reducing the amount of electronic waste.

### Resource-efficient and recyclable packaging

In packaging materials, we only use recyclable materials, such as cardboard, the fibre of which is either 100% recycled fibre or from certified forests. PVC-free packaging plastics made from recycled plastic are used minimally. We have

replaced packaging plastics with packaging solutions where a cut-to-shape cardboard insert prevents the product from moving without the plastic padding. In this way, we reduce the environmental impact of packaging waste and promote the circulation of materials.

### Solutions that reduce customers' material flows and emissions

EWQ's products and services also promote the circular economy in the customer interface. Digital price and display communication significantly reduces paper consumption and the related material flows. Electronic price displays are water and shock resistant, long-lasting and have a battery life of up to ten years, which reduces unnecessary electronic waste and chemical loads. Replaceable batteries allow devices to be reused for multiple life cycles.

In addition, our solutions streamline customers' inventory management and e-commerce picking processes, which reduces waste, energy consumption and customers' carbon footprint.

## [B7] Waste

EWQ's office and production facilities are located in a five-story (excl. basement) rental building, the recycling of which is handled by the housing company. EWQ uses one floor, so biowaste, cardboard and cardboard, plastic waste and mixed waste have been estimated by dividing the waste volumes in the housing company's waste report by five. Electronic waste is recycled by EWQ's own recycling partner, which provides an accurate waste volume report.

EWQ does not have significant material flows.

### WASTE 2025

Type of waste	Total amount of waste type (t)	Share of waste diverted to recycle or reuse (t)	Share of waste directed to disposal (t)
<b>Non-hazardous waste (total)</b>	<b>9,00</b>	<b>9,00</b>	<b>0,00</b>
Biowaste	1,25	1,25	0,00
Electronic waste	2,02	2,02	0,00
Cardboard	2,09	2,09	0,00
Plastic	0,10	0,10	0,00
Mixed waste	3,54	3,54	0,00
<b>Hazardous waste (total)</b>	<b>0,00</b>	<b>0,00</b>	<b>0,00</b>
Batteries	0,00	0,00	0,00



PEOPLE AND WELL-BEING

## [B8] Workforce

In 2025, EWQ employed a total of 34 people in Finland, Sweden and Denmark. The majority of employees are based in Finland, where the company's key functions are located. In Sweden and Denmark, the workforce mainly consists of sales teams supporting local customer operations and market presence.

Employment relationships are predominantly permanent, supporting employee commitment, operational continuity, and the long-term development of competencies. Fixed-term contracts are limited and are not used to meet permanent workforce needs. This reflects the stability of our operations and our aim to provide long-term employment opportunities.

During the reporting year, total turnover consisted entirely of voluntary turnover, with no redundancies or retirements. Voluntary turnover decreased compared to the previous year. The low turnover rate reflects EWQ's stable workforce structure and strong employee commitment.

### EMPLOYEES BY COUNTRY AND TYPE OF CONTRACT

Employee group / contract type	Finland	Sweden	Denmark	Total
<b>Employees (total)</b>	<b>30</b>	<b>3</b>	<b>1</b>	<b>34</b>
Female	7	0	0	7
Male	23	3	1	27
<b>Management Team (total)</b>	<b>6</b>	<b>0</b>	<b>0</b>	<b>6</b>
Female	0	0	0	0
Male	6	0	0	6
<b>Permanent contracts (total)</b>	<b>29</b>	<b>3</b>	<b>1</b>	<b>33</b>
Female	7	0	0	7
Male	22	3	1	26
<b>Temporary contracts (total)</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>
Female	0	0	0	0
Male	1	0	0	1

The figures have been reported according to the total number of employees (headcount) on the last day of the year, 31 December 2025.

### TURNOVER %

	2024	2025
Voluntary turnover %	6,7	3
Total turnover%	6,7	3

The total attrition includes employees who leave the company voluntarily or due to dismissal, retirement or death in the line of work. The attrition rate is calculated by dividing the number of employees who left the company during the reporting year by the average number of employees in the reporting year. It does not include seasonal workers.

**[B8, B10, C5] Diversity, Equality and Inclusion**

EWQ is committed to promoting an equal, inclusive and non-discriminatory work environment where all employees are treated fairly and respectfully, regardless of gender, age, background, nationality or other personal characteristics, among other things. The equality and non-discrimination of the members of the work community is a key principle in all our operations, and it is also taken into account in our internal business principles (EWQ Code of Conduct).

Equal treatment, fairness and respect are key sustainability goals in EWQ's operations. Our goal is to ensure that all employees feel that the work environment is fair, equal and inclusive. Our communication and interaction are equal, we always carry out work instructions and training at least in Finnish and English, and we use as clear language as possible. We support language learning by enabling employees to participate in third-party language courses. In addition, we regularly train our employees in appropriate and equal behaviour.

The realisation of equality is monitored regularly through employee surveys, which are carried out twice a year. The indicator assesses the

occurrence of inequality on a scale of 1 (none) to 5 (very often). The goal is to reach level 1 during 2026. The base level was 1.8 in 2022 and the situation in 2025 was 1.6.

OCCURRENCE OF INEQUALITY

2022	2023	2024	2025
1.8	1.6	1.5	1.6

Inclusion and equality are promoted through everyday management practices, open interaction and a work community culture in which different perspectives and backgrounds are seen as a resource. EWQ has zero tolerance for discrimination, harassment and inappropriate treatment, and any deviations are addressed without delay. Employees have the opportunity to report inappropriate behaviour through an anonymous reporting channel. In the reporting year 2025, there were no known cases of discrimination or harassment.

The realisation of equality and inclusion is also regularly monitored through personnel surveys. Based on the results obtained, the activities are continuously developed to ensure that the work environment remains safe, fair and supportive of the participation of all employees.

**Gender distribution of personnel and management**

We promote gender equality. As part of our sustainability work, we monitor key figures related to the gender structure of our personnel and identify gender balance as an area for development, especially in management positions.

The share of female among all personnel increased slightly during the reporting year compared to the previous year. The ratio of female to male at the management level was 0:6.

GENDER DISTRIBUTION OF PERSONNEL, MANAGEMENT AND SUPERVISORS

		2024	2025
Personnel (total)	Female	6	7
	Male	24	27
Supervisors	Female	2	1
	Male	8	9
Management Team	Female	1	0
	Male	7	6
Management forum*	Female	n/a	2
	Male	n/a	3

\*Extended Management Team

We strive to ensure that all employees have equal opportunities to advance to the most demanding roles and leadership positions based on their job-specific skills and experience.

**Non-discriminatory recruitment process**

EWQ takes diversity and equality into account at all stages of recruitment. In recruitment, the primary emphasis is on competence, motivation and suitability for the position. Decisions are based on the applicants' skills, regardless of gender, age, nationality or other personal background factors.

To support recruitment, we use Teamtailor system and recruitment partners to ensure the transparency and consistency of the process. In job advertisements, we use clear, equal and inclusive language. We take into account the task-specific language proficiency requirements so that Finnish language skills are not required for all roles. This supports diversity and enables the recruitment of experts from the international workforce.

## [B9] Health and safety

The health, safety and well-being of our employees is a top priority at EWQ. We are committed to conducting our business in a way that protects the health and safety of our employees and promotes overall well-being.

### Occupational health

All our employees are covered by comprehensive occupational health services, and at the beginning of the employment relationship, everyone is introduced to matters related to occupational safety and health.

We work closely and systematically with our occupational health partner to support employees' work ability, monitor sickness absences, and continuously improve working conditions, for example, in terms of ergonomics and workload. The activities of occupational health care are guided by a workplace survey and risk assessment, an early support model and preventive practices aimed at supporting coping at work and preventing disability.

Regular health examinations are carried out taking into account the exposure agents and health requirements of the work, as well as the employee's state of health and age. Every new employee undergoes a pre-employment medical examination.

### Occupational safety

By occupational safety, we mean the totality of physical, mental and social working conditions. We strive for continuous improvement of the working environment by proactively identifying, assessing and managing occupational health and safety risks. We ensure that employees have sufficient and appropriate personal protective equipment for their work, such as safety shoes and work clothes.

The development of occupational health and safety is supported by EWQ's occupational health and safety committee, which works in cooperation with management and the sustainability department. The task of the OHS committee is to promote safe and healthy working conditions and to participate in the development of practices, objectives and operating models related to occupational health and safety.

In the reporting year 2025, a training session was held for the staff on key topics related to occupational safety, including occupational accidents, their prevention and reporting, making safety observations, a rescue plan, instructions in exceptional situations, and safety aspects related to chemicals that may be used in the work. The aim of the training was to strengthen the

competence of the personnel, increase awareness of risks and ensure that each employee has the ability to act safely in their own work.

We systematically monitor work-related accidents and take the necessary corrective measures to eliminate the identified risks and root causes. Our goal is to maintain a zero-accident rate. In the reporting year 2025, there were no work-related accidents.

Safety metrics	2024	2025
Work-related accidents	0	0
Rate of work-related accidents	0	0
Fatalities as a result of work-related injuries	0	0
Fatalities as a result of work-related ill health	0	0

Maintaining the achieved results requires constant vigilance, employee involvement and the active role of supervisors in the guidance, monitoring and development of safety practices.

We collect feedback annually through our personnel survey and develop our operations according to the feedback we receive.

## Promotion of employee well-being

The well-being of our personnel is of primary importance to us. We are aware that well-being, committed and competent personnel support business development and promote the company's long-term success.

Maintaining the well-being of the personnel is supported through various policies. We use an early intervention model, the aim of which is to identify challenges related to work ability and coping in time and to provide support as early as possible. In addition, we have a substance abuse policy that aims to promote a safe and substance-free work environment.

We also support the employee well-being by offering sports and cultural benefits as well as tools that support work ergonomics and promote healthy and safe working conditions.

### Employee satisfaction surveys

We conduct an employee survey for all our employees twice a year, which provides important information on employee satisfaction and motivation. With the help of feedback, we implement development measures that help to improve the employee experience and thus improve performance and business success.

The key indicators used are the Employee Net

Promoter Score (eNPS) and the overall indicator describing employee engagement. Commitment is examined through three areas: meaningfulness of work, work atmosphere and supervisory work.

Employee satisfaction indicators	2024	2025
eNPS	41	37
Commitment (on a scale of 1-5)	n/a	4.2

During the reporting period, the eNPS value was 37, which indicates the positive willingness of the personnel to recommend the company as an employer. The total commitment of the personnel was 4.2 (on a scale of 1-5), which reflects strong commitment and good experience of everyday work.

Based on the results of the survey, the most important themes were the work atmosphere and practices that support well-being at work, the promotion of equality, internal communication, and the meaningfulness of work and competence development. Of these, especially the meaningfulness of work, competence development, work atmosphere and supervisory work received clearly positive feedback from the personnel.

In 2025, we implemented several measures to

develop the well-being, work ability and competence of our personnel. We established a wellbeing committee to strengthen community, encourage shared activities, and further develop our company culture to be more open, inclusive, and engaging.

Investments have been made in improving interaction and internal communication, especially through supervisory work. We carried out two extensive supervisor trainings with a focus on the development of leadership skills, constructive interaction and clear and uniform operating methods in everyday management.

Additionally, we introduced a weekly all-hands meeting to ensure timely, transparent, and consistent information flow across countries and locations.

To support internal communication and uniform operating methods, we also compiled HR handbooks for supervisors and employees, which bring together up-to-date and easily accessible information on the practices, benefits, rules and responsibilities of the personnel, ensuring equal treatment and uniform operating models throughout the organization.

## EWQ Padel Tournament brought together customers and partners through shared activity

In 2025, we organized EWQ's first annual padel tournament, which brought together our customers and partners for exercise and networking. The event promoted a sense of community, well-being and interaction between different actors in a relaxed but active environment. Thanks to its low threshold for entry and its social nature, the padel allowed participation regardless of playing skills and supported a positive atmosphere.

The padel tournament offered our customers the opportunity to get to know EWQ employees in a slightly different environment and reflected our values of promoting well-being and responsibility. One of the main purposes of the tournament was to bring people together, offer an opportunity for networking and at the same time exercise. We believe that exercise can be not only fun but also meaningful when it brings people together and supports overall well-being.

Well-being and coping at work go hand in hand. Exercise promotes physical health, helps to recover from stress and creates space for encounters that are also important for coping and a sense of community.

Shared activities and physical activity can spark new ideas, strengthen interaction, and bring energy to everyday work.

Therefore, it is important for us to support our employees' physical activity and provide opportunities for shared activities, such as a weekly padel session. Team sports highlight collaboration, shared goals, and consideration for others—elements that are equally essential in effective cooperation and the business environment. Success on the court requires interaction, trust, and teamwork, and these experiences often carry over beyond the game.



**[B10] Employee competence development**

Developing the competence of our employees is one of our key sustainability themes. Through competence development, we ensure that our staff has the best possible capabilities to succeed in their work tasks.

Competence, performance and development are managed through annual development and goal discussions, which cover the entire staff. Discussions strengthen the relationship and dialogue between employees and supervisors. Future goals are defined in the discussions, and they are always followed up in the following discussions. In 2025, development and performance discussions were carried out by 66.7% of our personnel. Our goal is that 100% of our staff have had the discussions. In 2025, we introduced a new HR tool that supports the work of supervisors and guides and schedules the implementation of development and performance discussions, among other things.

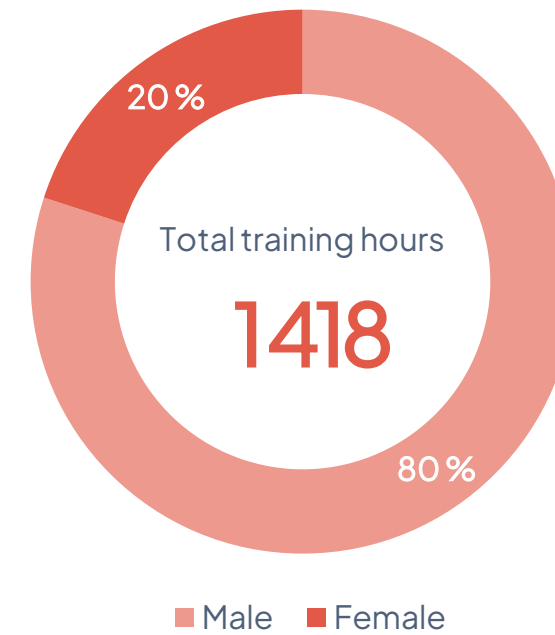
We carry out several internal and external trainings every year to ensure the up-to-date competence of our staff. On an annual basis, we budget 2% of our salary costs for staff training, this is recorded in our strategy. In 2025, the number of training hours was 1,418. The average training hours are

also measured and monitored by gender, and the results show that training opportunities are evenly distributed between different personnel groups. This supports equal opportunities for competence development throughout the company.

The main themes of the training during the reporting year were information security, the development of supervisory work and occupational safety. In addition, the training supported the implementation of the new strategy and quality and environmental management systems in accordance with the ISO 9001 and ISO 14001 standards.

We encourage our staff to actively participate in external training that develops their competence and motivation related to their work tasks. Our goal is to always have the best and most up-to-date information and expertise in our company. In order to promote the fluency and inclusiveness of work, we also support the language studies of employees who speak other languages. Language training focuses on languages that facilitate work, internal communication and collaboration between different teams and locations.

TRAINING



↑ 110% Training hours increased from 2024

Average training hours, by gender (h/person)	2024	2025
Male	19,2	43,7
Female	36	39



## [B10] Compensation and collective agreements

### Minimum wage

EWQ's employees receive at least the minimum wage. We always strive to provide employees with a salary that covers basic needs and reasonable expenses. The main principles are fairness and transparency, i.e. the salaries of people doing the same job and with the same work experience and educational background must be the same. The amount of the salary is based on the employee's educational background, work experience, work tasks, their responsibility and level of competence, as well as the general salary level in the field and region in question.

### Gender pay gap

EWQ did not monitor the gender pay gap during the reporting year. The monitoring will begin in spring 2026 with the entry into force of the EU Pay Transparency Directive.

We are committed to complying with the requirements of the directive and will ensure that employees can be provided with written information on their own pay level and the average salary levels of groups doing the same or equivalent work, broken down by gender, upon

request. In addition, we take into account that in recruitment processes, the starting salary or its range has been defined and communicated at a sufficiently early stage.

### Collective bargaining agreements

There is no applicable collective agreement in our company's industry category. In 2026, our industry category will change to equipment consulting and operation and management services (62200, TOL 2025), which does not have a universally binding collective agreement.

Instead of a collective agreement, we comply with Finnish labour legislation and our own responsible practices, which ensure competitive and fair working conditions for all employees and support equality. In addition, we work closely with our HR partner Aspia, which has ensured that our practices are in line with the industry's collective agreements.

**[C6] Human rights policies and processes**

EWQ is committed to conducting its business in a way that protects the safety, health and well-being of our employees and others affected by our operations. In all our activities, we comply with the human rights defined in the UN Universal Declaration of Human Rights and the International Labour Organization's (ILO) Declaration on Fundamental Principles and Rights at Work.

EWQ's human rights principles and practices are defined in the company's human rights policy and the EWQ Code of Conduct, which guide the company's operations and decision-making. The aim of these principles is to ensure respect for human rights throughout the organization and within the sphere of influence of EWQ's business.

The practices apply to all EWQ employees and management and extend to the company's value chain, including subcontractors and business partners domestically and internationally. We strive to identify, prevent and mitigate the potential impacts of human rights risks as part of our business. We have defined processes for identifying and managing human rights risks, which include regular risk assessments and supplier sustainability assessments.

Our commitment to human rights is particularly

reflected in non-discrimination, fair and safe working conditions, and responsible practices throughout the value chain.

Employees are provided with training on sustainable practices and responsibilities related to human rights to maintain a high level of awareness and competence.

**EWQ's Human Rights Policy**

EWQ's Human Rights Policy brings together the principles and practices we use to ensure equality, fair working conditions and respect for human rights in all our operations. It applies to the entire company and all its employees, managers, subcontractors and business partners, both domestic and foreign. Our policy is based on the UN Universal Declaration of Human Rights and the ILO's Basic Principles of Working Life.

**EWQ Code of Conduct**

The EWQ Code of Conduct compiles the key business principles of our operations and guides the current and future operations of our company's management and employees towards the set goals. The guiding principles help us understand our values and set expectations for each individual's actions in the work community. In addition, EWQ has a separate EWQ Code of Conduct for suppliers, which defines minimum

requirements, such as working conditions and working environment, as well as employee and human rights, that our suppliers must respect and comply with in their own operations and supply chains.

**Complaint-handling mechanism**

EWQ offers several channels through which employees and stakeholders can highlight the harm caused by the company's operations and seek a solution. We use an anonymous Whistleblowing and Security Incident Reporting channel. The whistleblowing channel is intended for all our stakeholders and can be found publicly on our website. Reports are processed impartially and confidentially, and the process includes an assessment and the necessary corrective actions.

In addition, we carry out an annual job satisfaction survey to collect feedback and identify areas for improvement in the well-being of our personnel. The job satisfaction survey does not replace the actual complaint mechanism but complements it by providing a broader perspective on the employee experience and supports continuous improvement.

EWQ CODE OF CONDUCT

**100%** Employee engagement

Content of EWQ Code of Conduct	
Human rights	✓
Equality	✓
Harassment, abuse and discrimination	✓
Occupational health and safety	✓
Gifts, corruption and bribery	✓
Environment	✓
Product safety and recycling	✓
Data protection	✓
Supply chain sustainability	✓
Complaint-handling mechanism (Whistleblowing)	✓

## [C7] Severe negative human rights incidents

During the reporting year, EWQ did not detect or confirm any serious negative human rights violations affecting its own personnel, people working in the value chain, entities affected by the company, consumers or end-users.

We require our suppliers to commit to the EWQ Supplier Code of Conduct, which covers all key areas related to human rights. Through regular supplier assessments and audits, we monitor the activities of our suppliers and, if necessary, identify and prevent potential human rights violations in our supply chain.

### CONFIRMED HUMAN RIGHTS INCIDENTS WITHIN OUR OWN WORKFORCE

Topic	Existence of confirmed incidents
Child labour	☒
Forced labour	☒
Human trafficking	☒
Discrimination	☒
Other	☒



SUSTAINABLE VALUE CHAIN

## Supply chain management

EWQ recognizes supply chain sustainability as a key part of the quality and continuity of its business. A responsibly managed value chain supports risk management, security of supply and customer trust, as well as reduces adverse impacts on the environment and people.

Sustainability in the supply chain is guided by EWQ's policy on responsible sourcing and supply chain and the EWQ Supplier Code of Conduct, which have been approved by the Board of Directors and applied throughout the company.

We develop the sustainability of the supply chain in a goal-oriented manner. We have set concrete goals for the comprehensive commitment of suppliers to corporate responsibility requirements, the implementation of risk assessments and audits, and the training of procurement employees in responsible procurement. Progress is monitored as part of the continuous development of procurement and sustainability work.

### EWQ's CSR requirements for suppliers

EWQ requires its suppliers to comply with applicable legislation, international human rights standards, and ethical business principles. Suppliers are asked to acknowledge and align with EWQ's CSR requirements (EWQ Supplier

Code of Conduct), which are structured around four key themes: human rights and labor principles, environmental responsibility, responsible business conduct, and data protection, information security, and the responsible use of technology.

Alignment with these requirements forms the basis for establishing and maintaining supplier relationships. It supports the responsible production of EWQ's products and services throughout the value chain. Suppliers are also expected to encourage their own subcontractors and partners to operate in line with these principles.

These requirements are integrated into supplier selection, risk management, and ongoing monitoring processes, with particular focus on critical and business-significant suppliers. During the reporting year, the commitment rate for suppliers with A and B ratings was 80%. During 2026, our goal is to ensure that all suppliers with A and B ratings sign the corporate responsibility requirements.

% OF SUPPLIERS SIGNED EWQ SUPPLIER CODE OF CONDUCT

	2024	2025
Signature %	41	80

## SUSTAINABILITY THEMES HIGHLIGHTED IN EWQ'S CSR REQUIREMENTS FOR SUPPLIERS

<b>Human rights and labour principles</b>	<ul style="list-style-type: none"> <li>Compliance with laws, international human rights standards and the UN Universal Declaration of Human Rights</li> <li>No child labour or forced labour</li> <li>The right to organise and bargain collectively</li> <li>Prohibition of discrimination, harassment and violence</li> <li>Healthy and safe working environment</li> <li>Reasonable working hours</li> <li>Fair pay</li> </ul>
<b>Environment</b>	<ul style="list-style-type: none"> <li>Compliance with legislation</li> <li>Energy, natural resources and raw materials</li> <li>Resource efficiency</li> </ul>
<b>Responsible business conduct</b>	<ul style="list-style-type: none"> <li>Fair and responsible business</li> <li>No bribery or corruption</li> <li>Free and fair competition</li> </ul>
<b>Data protection, information security and responsible use of technology</b>	<ul style="list-style-type: none"> <li>Compliance with EWQ's privacy and security policy</li> <li>Lawful and secure processing of data</li> </ul>

If the signature is not obtained, EWQ engages with the supplier through a structured dialogue, assesses appropriate follow-up actions on a risk-based basis and, where necessary, initiates an engagement process to address the situation.

**Supplier selection**

EWQ started a systematic survey of suppliers' sustainability risks in the reporting year 2025 as part of the development of supply chain management. In the same year, EWQ's purchasing process was harmonized to comply with the requirements of the ISO 9001 quality management system and audited as part of the company's management system.

Sustainability risk mapping is integrated into the supplier selection process and is carried out through supplier self-assessments and EWQ's own risk analyses. The assessment covers areas such as operational transparency, traceability of the production chain, management of environmental impacts, employee well-being, information security and data protection, as well as relevant certifications and operating guidelines.

In 2025, a total of 21 sustainability risk assessments were conducted for both existing and new suppliers. To date, 46% of all suppliers have been assessed. For new suppliers, the

assessment has been integrated into the procurement process. The objective for 2026 is to achieve full coverage across the entire supplier base.

COMPLETED RISK ASSESSMENTS (% OF CATEGORY A AND B SUPPLIERS)

	2025
Coverage %	46

We primarily favour domestic partners and partners operating in the EU area. Suppliers located in higher-risk countries are required to undergo a separate sustainability assessment and, if necessary, a third-party sustainability audit as part of risk management.

**Regular supplier assessments and audits**

Suppliers are regularly monitored and evaluated according to their criticality and risk level. We classify suppliers into four categories (A-D) based on their significant impact on product quality, business continuity and financial risk. The methodology and frequency of the assessments are determined by the supplier category and risk level, and suppliers with A and B ratings in particular are subject to regular monitoring.

Monitoring methods include supplier self-assessment surveys, supplier meetings, on-site

assessments if necessary, and third-party audits. In addition, operational performance, such as delivery reliability and quality, is monitored with the help of an ERP system.

The self-assessments of category A and B suppliers are carried out annually as part of supplier monitoring, while the certificates obtained from audits can be valid for several years and complement the assessment based on self-assessments.

In the reporting year 2025, the share of suppliers who had completed a self-assessment or were audited accounted for 53% of the A and B supplier base. The figures for 2024 are not directly proportional to the coverage presented in the reporting year, as in the previous year the monitoring focused on the entire supplier base. In 2025, the monitoring was specified on a risk-based basis to apply to the most relevant and critical suppliers, which have the greatest impact on product quality, business continuity and sustainability risks.

COMPLETED SELF-ASSESSMENTS / AUDITS (% OF CATEGORY A AND B SUPPLIERS)

	2024	2025
Coverage %	20,6	53

EWQ also applies a risk-based approach to suppliers operating in high-risk countries. At the moment, EWQ has two suppliers whose operations are located in defined risk countries. One of them has been subject to a third-party sustainability audit, and the other is based on enhanced monitoring, regular self-assessments and dialogue.

If deviations from EWQ's requirements are identified in the assessments or audits, an engagement process is initiated with the supplier with the aim of implementing corrective actions and improving sustainability practices. EWQ primarily aims to support suppliers in managing risks and meeting requirements.

In the reporting year 2025, two engagement processes were underway. These identified that the supplier's supply chain included production facilities in high-risk countries that had not been audited by a third party, as well as deficiencies in the calculation and monitoring of its own environmental impacts, such as emissions. These findings were responded to by initiating a dialogue with suppliers and requiring corrective actions.

In the case of serious or repeated deficiencies, the progress of the engagement process is assessed on a risk-based basis and, if necessary, further measures may include the suspension or termination of cooperation.

### Responsible procurement training

Training employees who make purchases is a key part of EWQ's sustainable value chain. The aim of the training is to ensure that procurement decisions support sustainability goals and risk management, and that sustainability aspects are systematically taken into account as part of the procurement process.

The coverage of the training is monitored on an annual basis as part of the monitoring of procurement and sustainability work. Coverage has developed systematically: in 2024, the share of purchasing employees trained in responsible sourcing was 73%, and in 2025, the coverage increased to 80%. This development shows that responsible sourcing is becoming a stronger part of procurement-related expertise and operating methods.

The content of the training supports, among other things, risk-based supplier selection, the application of responsibility requirements, supplier assessments, and the identification and handling of deviations.

#### SHARE OF PURCHASERS TRAINED IN RESPONSIBLE PROCUREMENT (%)

	2024	2025
Training %	73	80



GOVERNANCE

## Sustainability governance

Our sustainability work is guided by our strategy, values, operating principles and sustainability programme. We comply with local legislation in all countries in which we operate.

Our company's policies and operating principles are approved by senior management. They are designed to ensure that our operations are in line with our values and applicable regulations in all markets and throughout our key processes.

We regularly review the policies on an annual basis and update them as necessary. The latest update was made in 2025.

Awareness of and compliance with policies is supported through communications and as part of employee orientation and training. In addition, their functionality and effectiveness are monitored through regular training and feedback collection.

All policies and guidelines are centrally available to the personnel. We communicate about any changes openly and in real time.

We discuss key sustainability topics and actions in the extended management team. The measures and targets are approved by the CEO and the board of directors.

The ESG manager is responsible for sustainability work, its development and sustainability reporting, as well as monitoring current topics related to sustainability and regulations and their impact on EWQ's operations. In addition, the ESG manager ensures that responsible practices are taken into account throughout the company's processes and supports the business units as an expert.

The management team monitors the progress of the sustainability programme's objectives annually with the help of key figures reported by the ESG manager and is responsible for implementing sustainability-related measures in processes and practices by department.

The ESG manager reports annually to the board of directors on the progress of the sustainability strategy, including key indicators and ongoing initiatives. The board of directors also reviews and approves the annual sustainability report. In 2025, the company's carbon footprint and the results of the employee satisfaction survey were presented to the board. In addition, the board approved the ESG indicators for the strategy period.

### EWQ'S POLICIES AND GUIDELINES

EWQ Code of Conduct

EWQ Supplier Code of Conduct

EWQ Environmental Policy

EWQ Human Rights Policy

EWQ Sustainable Procurement Policy

EWQ's Code of Ethics for Responsibility

EWQ Security Policy

EWQ Equality, Diversity, and Inclusion

EWQ Whistleblowing

## [B11] Corruption, bribery and conflict of interest

Bribery is a crime and strictly prohibited in EWQ's activities. We do not tolerate direct or indirect bribery, corruption or inappropriate influence in any form. The prevention of bribery and corruption is guided by EWQ's separate policy and guidelines, which define clear principles and procedures for the entire organization.

EWQ does not offer or accept gifts, payments, hospitality or other benefits intended to influence decision-making. Gifts given and received must not jeopardise the independence of the giver or receiver.

Employees must refrain from any activity that may involve fraud, bribery, embezzlement or misappropriation of company funds, property and services. We organise annual training for our employees on how to prevent corruption and how to give and receive gifts. In addition, we monitor this in our annual employee survey.

During the reporting year, EWQ did not receive any convictions or fines for violating anti-corruption or anti-bribery laws.

### CONVICTIONS AND FINES FOR VIOLATION OF ANTI-CORRUPTION OR ANTI-BRIBERY LAWS

	2024	2025
Total number of convictions	0	0
Total number of fines	0	0

### Whistleblowing channel

We offer our employees a whistleblowing channel based on the EU directive and Finnish legislation, which enables safe and confidential reporting of unethical, illegal or inappropriate activities within our organisation. EWQ ensures that the person who makes the report is not subject to any negative consequences of any kind.

**[C9] Gender diversity ratio in governance body**

EWQ’s board of directors consists of two non-functional members and three members involved in operational activities. Three members are company owners who actively participate in day-to-day operations, bringing in-depth knowledge of the business and customer solutions to the board. The two non-executive members complement the board’s expertise with strong backgrounds in digitalisation and business development, as well as experience in finance and private equity. This combination supports strategic oversight, practical decision-making and a broad range of competencies in the development of the company.

While the gender distribution (2:3) is not fully balanced, it is notable that two of the five board members are female, contributing valuable diversity and a variety of perspectives to decision-making.

EWQ recognizes the importance of diversity in governance and continuously evaluates opportunities to further strengthen it as the company grows and evolves.

GENDER DISTRIBUTION IN GOVERNANCE BODIES

	2024	2025
Number of female members	2	2
Number of male members	3	3



## Data protection and information security

Data protection and information security are an essential part of responsible and reliable business for EWQ. We process data lawfully, transparently and securely for defined purposes. The principles of data protection guide all our operations and form the basis for the confidentiality of our customer relationships and the reliability of our services.

### Ensuring data protection

The processing of data is transparent and secure, and access to data is restricted based on work tasks. All EWQ employees are committed to the principles of data protection and information security.

Our information systems are located in data centers with a high level of energy efficiency in Finland, and our goal is that data only moves within the EU's borders.

Employees receive training in the practical implementation of data protection and information security as part of their daily work. During the reporting year, we strengthened the company's information security awareness through training and regular phishing simulations and developed secure software development

practices in cooperation with CGI. The level of information security was also assessed with an external audit.

EWQ has a reporting channel for reporting information security incidents, and the observations are monitored as part of continuous risk management.

### Data breaches

EWQ monitors and reports data breaches systematically as part of its risk management. No data breaches were detected or reported in the reporting year 2025. Our goal is zero data breaches on an annual basis.

#### REPORTED DATA BREACHES

	2024	2025
Number of data breaches	0	0

