# Accountor Software
# SUSTAINABILITY INSIGHTS 2024

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As of 13 November 2025, Accountor Software has changed its name to Finago. This 2024 Sustainability Report reflects activities for the year under Accountor Software. All future communications will use the new company name, Finago.

# Accountor Software
# SUSTAINABILITY INSIGHTS 2024

## Content


| | | |
|---|---|---|
| **1** | **CEO's greetings & Sustainability Year 2024** | 3 |
| **2** | **Accountor software – forerunner in financial and HR management** | 5 |
| **3** | **Sustainability at Accountor software** | 7 |
| 3.1 | Material topics | 7 |
| 3.2 | Sustainability priorities and targets | 9 |
| **4** | **Sustainable governance** | 11 |
| 4.1 | Business ethics | 11 |
| 4.2 | Information security and data protection | 11 |
| **5** | **People First** | 12 |
| 5.1 | People First principle in short | 12 |
| 5.2 | Labour management | 13 |
| 5.4 | Motivating compensation | 15 |
| 5.5 | Competence development | 16 |
| 5.6 | Wellbeing | 17 |
| 5.8 | Giving back to the society | 18 |
| **6** | **Environment** | 19 |
| 6.1 | Our Environment in brief | 19 |
| 6.2 | Climate work and Carbon footprint | 20 |
| **7** | **Reporting conventions and sustainability management** | 21 |


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→ United Nations Sustainable Development Goals

# 1 CEO's greetings & Sustainability Year 2024

Accountor Software's strengths remain in business ethics, people, and human rights. I am proud to share that in 2024, our sustainability actions showed visible progress, notably in social and governance areas. We strive to meet the growing expectations of our stakeholders and adapt to new regulations constantly. I want to thank everyone, whose focused efforts lead to a Gold EcoVadis Medal, placing us among the top 5% of companies globally.

This year has begun with growing our company and business opportunities across the Nordics. I am convinced that our targets and commitments to the environment, business, customers and people open up promising perspectives for all our stakeholders.

Sustainability is a journey we are all on together, learning and improving along the way. I invite you to explore this report to discover the steps and advancements we at Accountor Software are making on this journey.

**Mikko Soirola**
CEO, Accountor Software

# Future-oriented sustainability management

Since 2022, Accountor Software set long-term sustainability priorities and targets until the end of 2026, based on stakeholder expectations. We measure our progress against these goals.

Accountor Software has supported the UN Global Compact since 2023, participating annually in SDG Flag Day to show our commitment and increase awareness of the Agenda 2030. With more than 100 active participants in 2024, we collected a donation to John Nurminen Foundation for saving the Baltic Sea.

**Strengthening people's well-being and abilities**
Accountor Software ensures fair treatment and well-being for all employees. In 2024, we strengthened managerial capabilities in supporting employee well-being. Accountor Software's employees averaged 7 hours of training each to strengthen their personal abilities at work.

**Developing sustainability of the supply chain**
As a trusted partner for our customers, we are developing the sustainability in our supply chain. Last year, we surveyed suppliers' sustainability topics, performed sanctions checks, and required all new suppliers to approve our Code of Conduct.

**Supporting customers' sustainability progress**
In 2024, we provided sustainability knowledge improvement opportunities for customers and employees. To ensure improved sustainability of our solutions, we renewed our product development practices.

**Focus on reducing carbon emissions**
Accountor Software aims to reduce carbon emissions by 10% per full-time employee annually, planning more ambitious targets for 2025. In 2024, we assessed the whole Scope 3 categories relevant for our operations. Even though we did not reach our target, we increased renewable energy use; currently, 4 out of 5 office locations operate on renewable energy.

**Digitalization and cybersecurity**
Accountor Software's solutions help customers digitize processes, reducing environmental impact every day. Key areas include:

- Purchasing and revenue cycle invoicing
- HR processes
- Archive processes

In 2024, we implemented practices for EU's NIS2 Directive and improved our information security capabilities by attending TIETO24, a national cybersecurity exercise in Finland. As a solid proof that our information security practices are aligned with globally recognised standards, we maintained our ISO 27001 certification for our financial management business.

**Efficiency**
Our digital solutions make companies' operations more efficient, reducing resource use for tasks within HR and financial management.

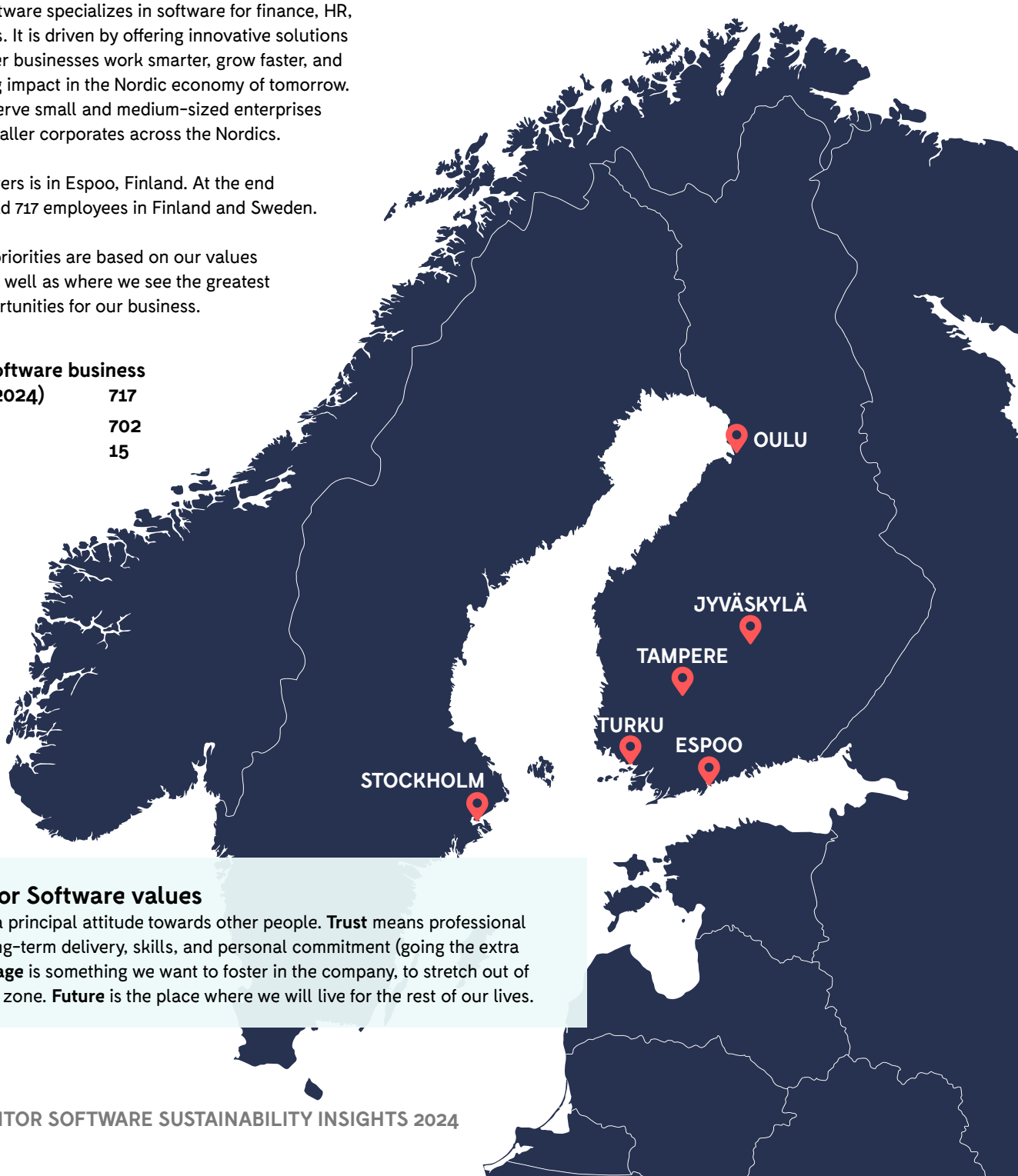
# 2 Accountor software – forerunner in financial and HR management

Accountor Software specializes in software for finance, HR, and operations. It is driven by offering innovative solutions which empower businesses work smarter, grow faster, and achieve lasting impact in the Nordic economy of tomorrow. We primarily serve small and medium-sized enterprises (SMEs) and smaller corporates across the Nordics.

Our headquarters is in Espoo, Finland. At the end of 2024, we had 717 employees in Finland and Sweden.

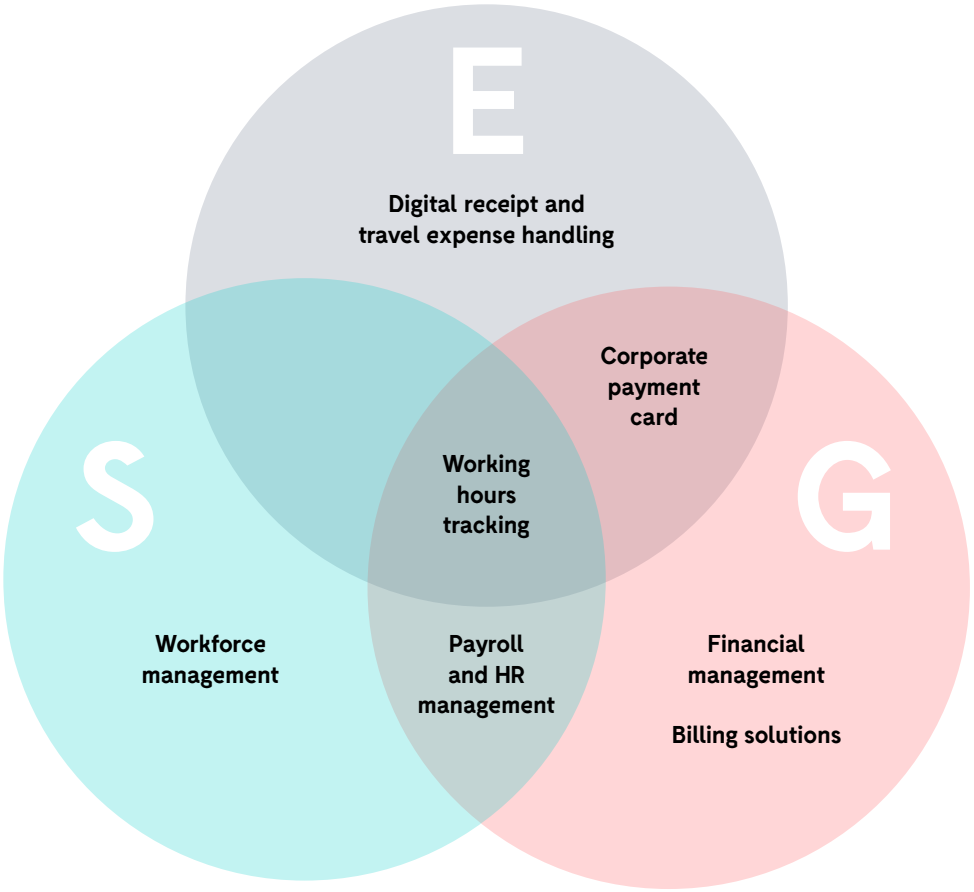
Our strategic priorities are based on our values and mission as well as where we see the greatest risks and opportunities for our business.

| **Accountor software business headcount (2024)** | **717** |
|---|---|
| **Finland** | **702** |
| **Sweden** | **15** |




## Accountor Software values

**Respect** is a principal attitude towards other people. **Trust** means professional attitude, long-term delivery, skills, and personal commitment (going the extra mile). **Courage** is something we want to foster in the company, to stretch out of the comfort zone. **Future** is the place where we will live for the rest of our lives.




## Products and Solutions

Our financial and human resources management related products and solutions support companies and their employees to thrive. Thus, we contribute to creating truly sustainable prosperity within our regions. Our biggest purchases are linked to our people, as well as in the development of our software solutions (IT).

**Payroll and HR solutions**
- Payroll and HR management
- Travel expense billing
- Working hours tracking
- Workforce management

**Financial management solutions**
- Accounting and financial management for companies and accounting firms
- Expense and invoicing for small companies and entrepreneurs
- Digital receipt and travel expense handling
- Corporate payment card

**Additional solutions**
- Messaging services
- Finance and banking
- More than 100 ecosystem partner solutions

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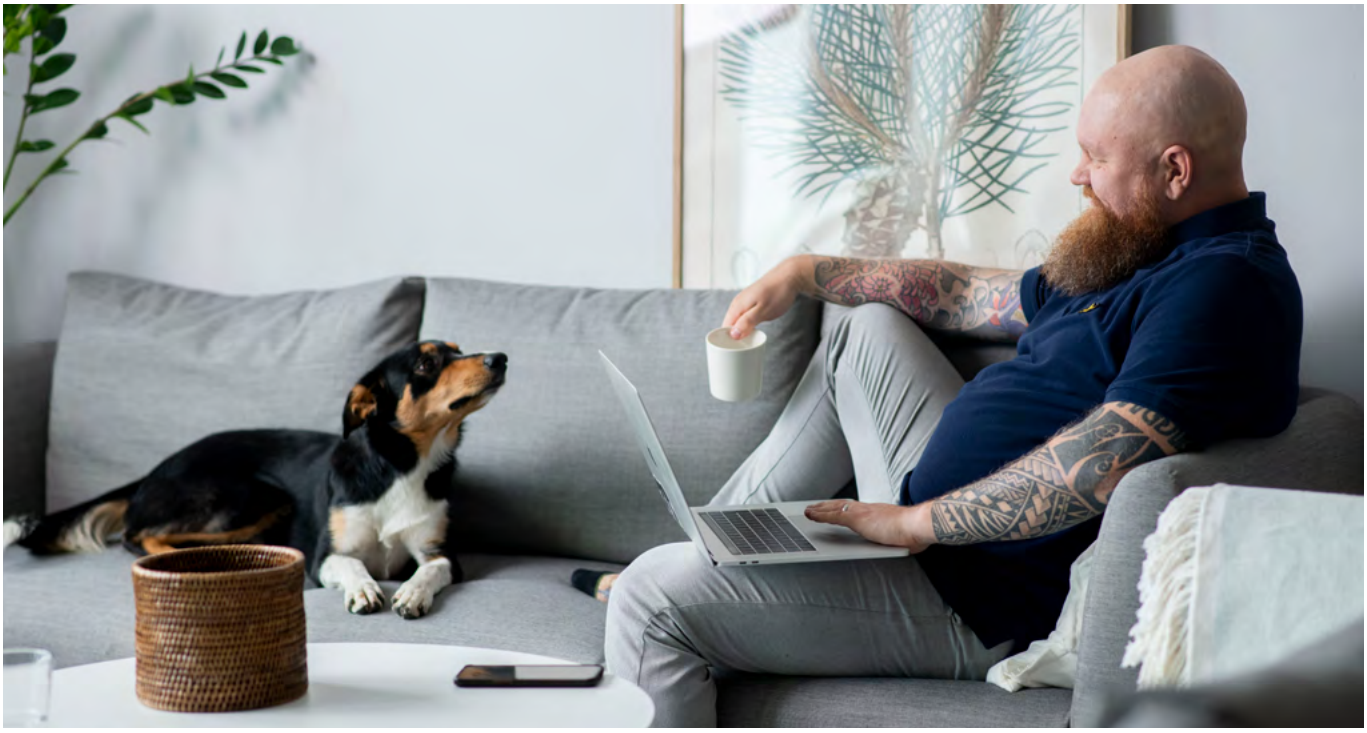


# 3 Sustainability at Accountor software

## 3.1 Material topics

Our stakeholders were our key source to identify key sustainability issues in our materiality assessment. The analysis aligns with the upcoming European Sustainability Reporting Standards (ESRS).

In 2024, we advanced our earlier materiality work to comply with the European Corporate Sustainability Reporting Directive (CSRD). With our partner Upright Project, we identified 17 negative material sustainability issues, as well as the risks and opportunities. These were reviewed by the Accountor Software ESG committee in November 2024.

**Financial vs impact materiality**

Accountor Software has 20 material sustainability matters.

● Positive materiality ● Negative materiality

| Impact materiality → | Low | Medium | High |
|---|---|---|---|
| High | | | |
| Medium | ● Measures against violence and harassment in the workplace (Own workforce)<br>● Diversity (Own workforce)<br>● Energy<br>● Societal infrastructure<br>● Corporate culture<br>● Resource outflows and waste<br>● Protection of whistle-blowers<br>● Distributing knowledge | ● Privacy (Workers in the value chain)<br>● Climate change mitigation<br>● Resource inflows, including resource use<br>● Working time (Own workforce)<br>● Work-life balance (Own workforce)<br>● Gender equality and equal pay for work of equal value (Own workforce)<br>● Privacy (Own workforce)<br>● Training and skills development (Own workforce)<br>● Health and safety (Own workforce)<br>● Corruption and bribery | ● Privacy (Of consumers and end-users) |
| Low | | ● Health and safety (Own workforce) | |

**Financial materiality →**

The material topics are presented in our ESG risks and opportunities table, showing potential as well as actual impacts and financial risks and opportunities.

| Impact Area | Stakeholder | Financial Impact | Timeline | Risk Description | Mitigation approach |
|---|---|---|---|---|---|
| **Environmental Risks** | | | | | |
| Resource Management | Suppliers | Operative costs | Short-term* | Critical raw materials dependency: availability and cost risks | Per procurement action plan |
| Climate Change Mitigation | Regulators | Operative costs | Medium-term* | Increased regulatory costs for climate impact reduction | - SBTi commitment<br>- Transition to renewable energy<br>- Full Scope 3 emissions understanding |
| Circular Economy | Regulators | Operative costs | Medium-term | Policy & legal risks from low-carbon transition | - Waste reduction targets |
| **Social Risks** | | | | | |
| Work-life Balance | Employees | Operative costs | Short-term | Premium compensation for impact-sensitive employees | Per HR action plan |
| Health and Safety | Employees | Operative costs | Short-term | Reputational risk affecting employee compensation | Per HR action plan |
| Gender Equality & Pay | Employees | Operative costs | Short-term | Premium for maintaining equitable workplace | Per HR action plan |
| Training Development | Employees | Operative costs | Short-term | Investment in employee skill development | Per HR action plan |
| Employee Privacy | Employees | Operative costs | Short-term | Privacy impact on employee retention | Information Security Management System and complying with Software privacy governance framework e.g., conducting risks assessments for new suppliers and IT systems, training personnel etc. |
| Gender Equality & Pay | Regulators | Operative costs | Medium-term | Regulatory compliance costs | Per HR action plan |
| Consumer Privacy | Consumers | Revenue | Medium-term | Reputational damage from privacy breaches | Information Security Management System and complying with Software privacy governance framework e.g., conducting risks assessments for new suppliers and IT systems, training personnel etc. |
| Work-life Balance | Regulators | Operative costs | Medium-term | Regulatory compliance for work conditions | Per HR action plan |
| Value Chain Privacy | Regulators | Operative costs | Medium-term | Privacy regulation compliance costs | Information Security Management System and complying with Software privacy governance framework e.g., conducting risks assessments for new suppliers and IT systems, training personnel etc. |
| Consumer Privacy | Consumers | Operative costs | Medium-term | Privacy breach fines and compensation | Information Security Management System and complying with Software privacy governance framework e.g., conducting risks assessments for new suppliers and IT systems, training personnel etc. |
| Consumer Privacy | Regulators | Operative costs | Medium-term | Privacy regulation compliance costs | Information Security Management System and complying with Software privacy governance framework e.g., conducting risks assessments for new suppliers and IT systems, training personnel etc. |
| **Governance Risks** | | | | | |
| Corruption & Bribery | Regulators | Operative costs | Medium-term | Anti-corruption compliance costs | |

* - In ESRS: Short-term –0-1 year, medium-term – 1-3 years

| Opportunity Area | Stakeholder | Financial Impact | Timeline | Description |
|---|---|---|---|---|
| Health & Safety | Employees | Operative costs | Medium-term | Enhanced employee attraction through improved H&S practices |
| Working Time | Employees | Operative costs | Medium-term | Talent attraction through optimized working hours |
| Work-life Balance | Employees | Operative costs | Medium-term | Improved recruitment through enhanced work-life integration |
| Gender Equality & Pay | Employees | Operative costs | Medium-term | Increased talent pool through equitable practices |
| Training & Development | Employees | Operative costs | Medium-term | Enhanced workforce through skill development |
| Privacy Rights | Employees | Operative costs | Medium-term | Improved trust through privacy protection |

## 3.2 Sustainability priorities and targets

Since 2022, Accountor Software has developed sustainability based on priorities and targets collected from the materiality assessment. Our focus is on employee wellbeing and digital competence development, developing safe and compliant governance, and developing low carbon solutions with our six strategic targets.

**Accountor's sustainability priorities:**

### Governance

- Protect and secure data and privacy of financial and people management administration
- Promote good governance and transparent collaboration with authorities
- Make sustainable positive impact on economic welfare and society

### Environmental

- Innovate and develop low-carbon financial and human resources management services and systems
- Use all resources mindfully and avoid waste in digitalized hybrid way of working

### Social

- Grow employee wellbeing and people management capability
- Develop competences to ensure benefit and inclusion of digitalisation and automation
- Provide sustainable employment and equal career opportunities for diversed workforce
- Drive personnel responsibility and protect human rights

**ESG targets 2024**

| | Measurable Objective | Measure | Current | Target | Status | Comment / Explanation |
|---|---|---|---|---|---|---|
| Social | Employee engagement index | Employee NPS | 3.93/5 | 4/5 | ● | |
| Social | Average training /employee | h/year | 7 | 7 | ● | |
| Governance | material breaches or lawsuits regarding privacy | Number of accidents | 0 | 0 | ● | |
| Governance | Top quartile ESG governance | EcoVadis | 5% | 15% | ● | Exceeded our target |
| Environmental | Cut $CO_2$ CIemissions/FTE every year between 2020 and 2026 | $tCO_2$/FTE | +30%* (compared to 2023 categories) | 10%/ year | ● | We are behind our target and back to 2022 level due to increased business traveling and electronic device updates in 2024. Our Scope 2 emissions are only 5,8% (2023:12%) of the overall emissions, and we had Scope 1 emissions due to refrigerant leakage in one of our offices. In 2024, we expanded our scope 3 calculations to include all applicable GHG protocol categories as a preparation for SBTi project. This goal will likely get revised mid-2025. |
| Environmental | Renew 50% of our 2021 software code of primary solutions; Procountor and Mepco by end of 2026 according to sustainable Accountor way product development principles. | % code | 5% | 50% in 2027 | ● | - Move the target from 2026 to 2027 due to internal resourcing<br>- Mepco progressing as planned<br>- Procountor progressing as planned |

● Behind ● In progress ● On track

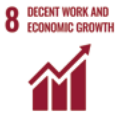
## Sustainable development goals

### SDG 4 – QUALITY EDUCATION
**Chapter Competence development**

Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all.

### SDG 10 – REDUCE INEQUALITIES
**Chapter People First**

Reduce inequality within and among countries.




### SDG 8 – DECENT WORK AND ECONOMIC GROWTH
**Chapter Labour management**

Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all.

### SDG 16 – PEACE, JUSTICE AND STRONG INSTITUTIONS
**Chapter Business ethics and policies**

Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels.

Based on our priorities and targets, we work towards the United Nation's Sustainable Development Goals (SDGs) where we believe we can make the most impact.

We tell about our sustainability work in more detail in the following sections dedicated to these themes and goals. In addition, we report our carbon footprint and the topics that we have identified as our biggest impacts on emissions in the *Environment* section.

SUSTAINABLE DEVELOPMENT GOALS

### As our sustainability context we use:

- Universal Declaration of Human Rights
- United Nations' Global Compact and selected Sustainable Development Goals
- Legal requirements and the development of new sustainability legislation
- Benchmarking with industry peers and best practises
- Corporate Sustainability Reporting Directive (CSRD) and its European Sustainability Reporting Standards (ESRS).

# 4 Sustainable governance

## 4.1 Business ethics

Along with our focus on the Sustainable Development Goal (SDG) 16.5 to reduce corruption and bribery, Accountor Software has established a Code of Conduct that mandates compliance from all employees.

The Code of Conduct is our key tool for risk management, and setting out principles and guidelines for business ethics. This includes policies and procedures to ensure that sustainability and ethical principles are embedded in our activities. These policies are reviewed every five years and updated to reflect changes in operations or regulations, with approval from Accountor Software's Board of Directors or Leaderment Team. Business unit leaders ensure that relevant legislation and regulations are captured within the policies and made available to employees.

To support our goals:

- Our Code of Conduct addresses bribery, corruption, and money laundering.
- All employees receive training during on-boarding and through intranet bulletins.
- Leaders must anticipate compliance risks and ensure team members can report concerns.
- Leadership actively participates in compliance and governance, reporting incidents to the Leaderment Team.

Corporate Governance of Accountor Software outlines the structure, decision-making authorities, recruitment, remuneration, and internal controls. The Board of Directors consists of 5 to 8 members elected indefinitely, who elect a Chair. The Board appoints the CEO and the Accountor Software Leaderment Team (SWLT).

Anti-trust and fair competition are ensured through a Competition Compliance Policy and mandatory training for relevant staff.

Whistleblowing channels, established in 2020, allow employees to report misconduct confidentially. In 2024, six cases were resolved through this process.

Sanctions compliance includes screening new customers and vendors against EU, UN, and OFAC lists. In 2024, the sanction screening process was performed for the largest suppliers for Accountor Software.

## 4.2 Information security and data protection

Accountor Software prioritizes information security and data protection within our sustainable governance framework. We adhere to legal requirements, authorities' decisions, and industry best practices.

Given the nature of our business, we handle personal and financial data extensively. Employees receive comprehensive training continuously to support our robust security measures. In 2024, we ensured compliance with new EU regulations, such as NIS2 while maintaining ISO27001 certification for our Financial Management Software (FMS) unit.

We prioritise transparency in personal data processing for our customers, employees, and stakeholders. For example, when handling personal data on behalf of customers, we provide detailed service descriptions that explain how personal data is processed within our solutions. To ensure compliance, we conduct an annual self-assessment across privacy domains.

During 2024 we have started implementation of AI governance framework to ensure compliance with the EU's AI Act. Although its obligations will become applicable gradually, we are already working towards meeting the requirements early on.

# 5 People First

## 5.1 People First principle in short

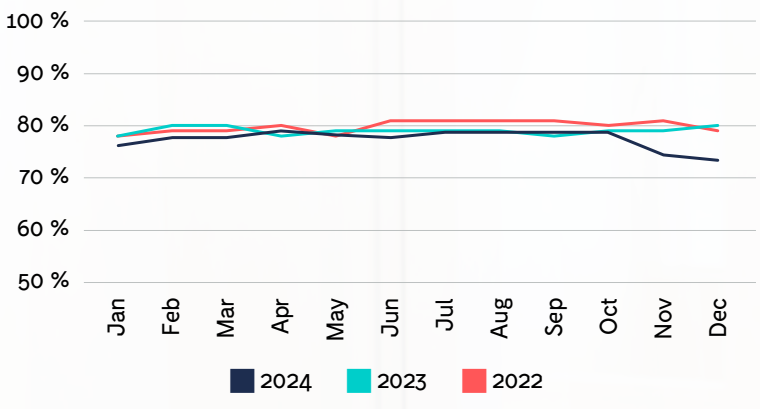
Accountor Software prioritizes sustainable and engaging employment, focusing on continuous development through our "People First" culture. We believe that valuing people attracts and retains talent, improving their wellbeing and skills. Our emphasis on managerial excellence, motivation, and ethical practices supports innovation and sustainability.

Our decision-making considers our impact on people, integrating human rights, dignity, respect, diversity, and inclusion into all processes. We offer motivating employment, capability growth, and enhanced wellbeing, guided by autonomy, competence, and relatedness.

We track the "People First" principles daily with an online motivation tool and use a motivation KPI in every business review. Our annual survey provides data to continuously improve our workplace.

The slight drop in motivation at the year-end mainly attributed to the transformation of Accountor Software's structure and the resulting uncertainty among the employees. To address such concerns as they arise, we aim to ensure transparent and timely communication from the management, along with change management support to all managers.

**Motivation metric**
% of Accountor employees feel energized and inspiration at minimum several times a week



## 5.2 Labor management

**SDG 8 Decent work and economic growth:** Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all.

Accountor Software supports equality and the ILO Declaration of Fundamental Principles and Rights at Work. In 2024, we provided permanent employment for 97% and full-time employment for 98% of our 717 employees. The headcount increased with 32 employees due to natural business growth.

The average number of external workers in 2024 was 90 FTEs. They mainly work in areas with limited workforce availability, such as product development (68 FTE). Our 2023 external workforce policy ensures proper working conditions, adherence to our Code of Conduct, and promotes sustainable, inclusive practices.

**Headcount development 2024**

| Country | Dec-21 | Dec-22 | Dec-23 | Dec-24 | Increase (%) |
|---|---|---|---|---|---|
| Finland | 519 | 590 | 673 | 702 | 4 % |
| Sweden | 3 | 6 | 13 | 15 | 15 % |
| **Total** | **522** | **596** | **686** | **717** | **5 %** |

### 5.2.1 Length of service and employee turnover

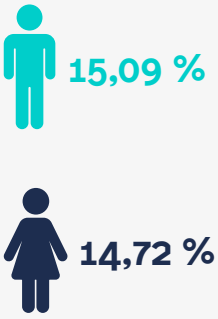
In 2024, Accountor Software recruited 124 employees. The average length of service increased to 5.65 years from 5.02 in 2023. Voluntary employee turnover dropped to 8.34% from 8.59%. Employee turnover remained high in software development and capital areas. Our retention programs focus on improving commitment and wellbeing.

The total employee engagement index fell from 78% positive responses in 2023 to 74%, and eNPS dropped from 14.3 to 3.

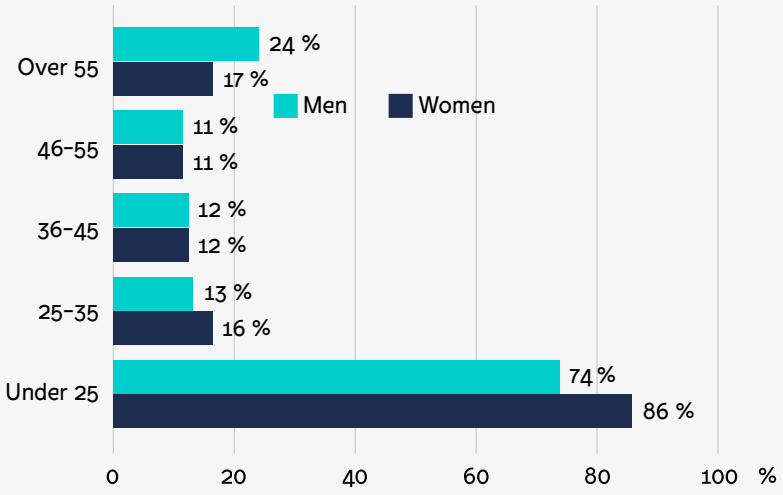
Despite this, 76% of employees wish to continue working at Accountor Software. Lower engagement in 2024 is attributed to restructuring of the company. Therefore, People First survey showed a shift in emotions to hope and frustration in 2024.

The high turnover rate for those under 25 is due to many of them being hired as temporary interns.

**Rate of total employee turnover by legal gender (%)**




**Rate of employee turnover by legal gender age group (%)**



## 5.3 Inclusion and equality

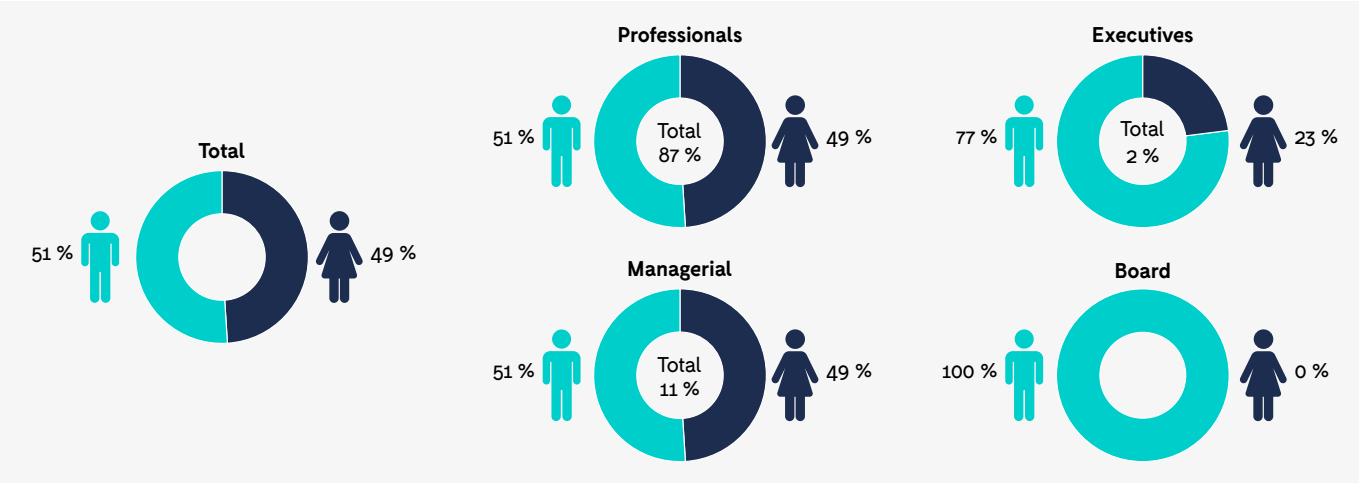
At Accountor, equality, inclusion, and diversity are essential. They boost motivation, innovation, and help us meet diverse customer expectations. Our annual People First survey tracks progress in these areas, highlighting gaps in employee experiences.

**The biggest gaps in employee experience: minorities and total employees in 2024**

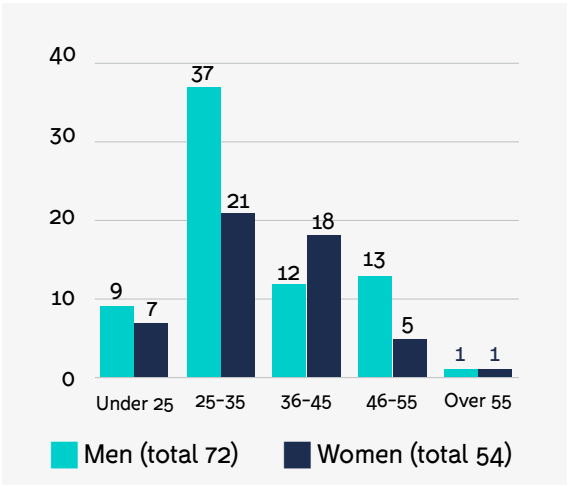
| Employees | Number in 2024 | Inclusion index | Appreciation by colleagues | Perception of commitment to high business ethics |
|---|---|---|---|---|
| Minorities (self-identified) | 76 | 66% | 73% (2023: 63%) | 53% |
| Total employees | 717 | 74% | 85% | 72% |

The legal gender ratio in Accountor Software is nearly equal, with women making up 49% of employees. We are proud that the share of women is above market level. Our focus on diverse recruitment ensures good representation across all age groups. Our executive positions and Board of Directors also reflect age diversity. The voluntary turnover for women was 8.89% and 7.81% for men in 2024.

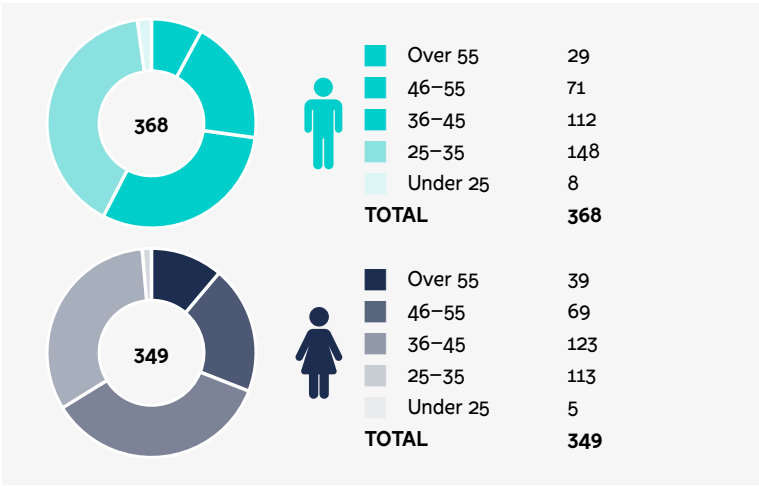
**Legal gender ratio in employee groups (2024)**




**Total number of new hires by legal gender and age group 2024**




**Total number of employees by legal gender 2024**



### Supporting families

We operate in countries where the regulatory length of parental leaves varies from 11 months to 18 months. In addition to parental leave, Accountor Software offers in Finland a full salary for the first three months of parental leave for the birth-giving parent and 1-month full salary for the other parent. 61 Accountor Software employees took parental leave during 2024 with 25 women and 36 men.

We support our employees' return from parental leave by offering opportunities for part-time work. All the employees who were on parental leave in 2024 returned to work.

## 5.4 Motivating compensation

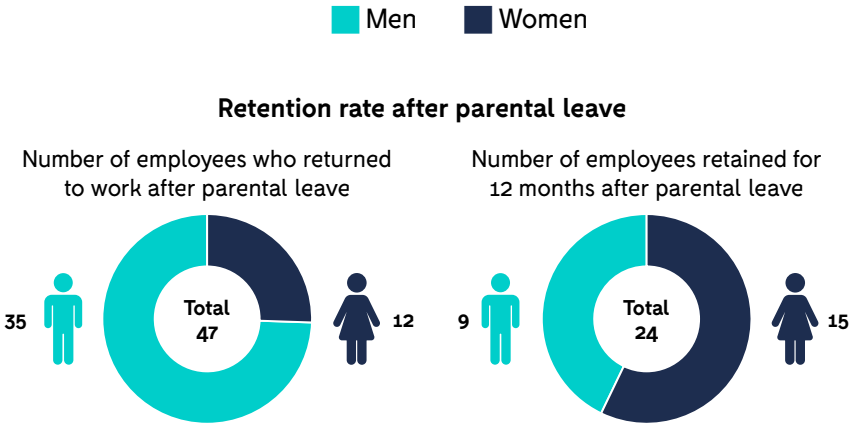
Our compensation policy aims for above-market levels and offers opportunities for higher earnings through performance. The Board of Directors approves the policy, bonus plans, and executive salary budgets annually. All individual remuneration decisions require a second-level manager's approval.

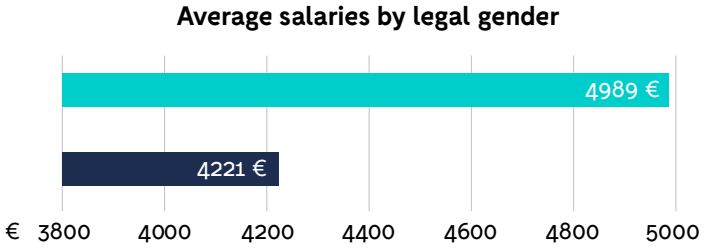
Base salary is determined by role, responsibility, competence, experience, and performance. Our bonus plan, covering all employees, aims for above-market average earnings, with 83% of employments governed by collective agreements that set minimum salaries. Accountor Software's base salaries exceed these requirements.

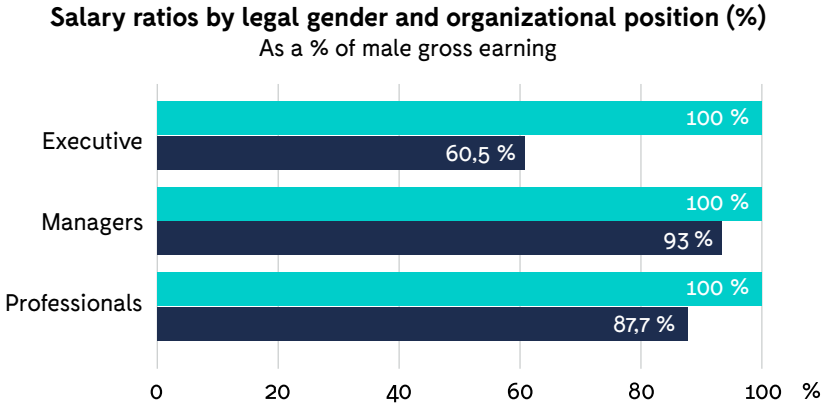
Aside from base salary, all employees are eligible for a bonus plan based on common financial and team/individual targets, linked to monthly salary. Bonus potential ranges from 0.5 to 10 months' salary depending on the employee group.

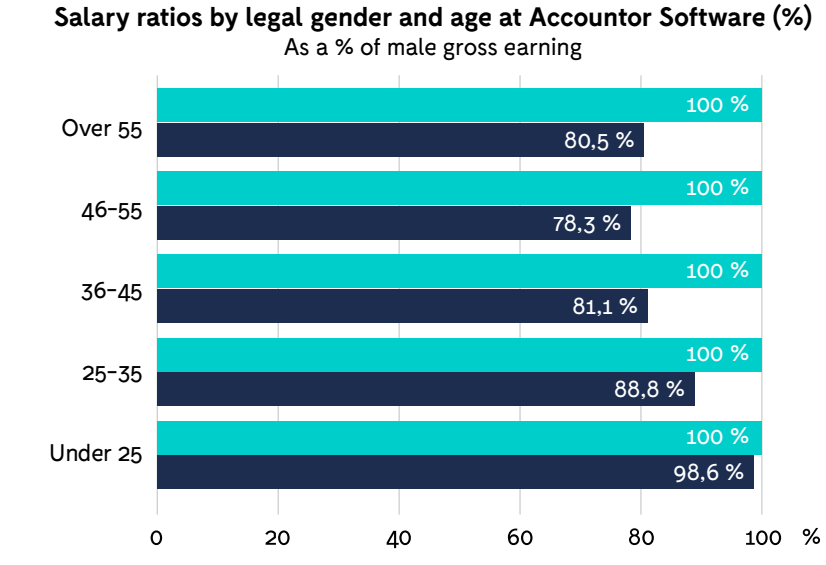
For 2024, at least 40% of the bonus is based on financial targets, with the rest on strategic KPIs chosen by team leaders and team members to promote autonomy and impact.

In 2024, Accountor Software's highest-paid employee earns 4.5 times the median salary. Women hold 27% of executive positions, defined as roles in the Leaderment Team and Cluster leadership. The gender pay gap in these roles is 29%, due to higher salaries in male-dominated profit-and-loss positions, and female dominance in support function director roles.



## 5.5 Competence development

Systematic and business-driven competence development is crucial for sustainable success in transforming and digitalizing financial and HR management. Consistent investment in competence development helps attract and retain talent and ensures innovative product development. All employees receive an individual development budget for external training, covering areas such as project management, growth hacking, data analytics, and AI.

In 2024, our key areas of competence development were:

- Leadership and Management (Leaderment): Situational leadership
- **Flex – neuroscience of hybrid leadership**
- Certifications: Microsoft, Azure, ITIL, ISTQB testing
- **SLII – training for new managers in H1/2024.**
- **SLII training for trainers**
- **Learning Platform pilot**

We emphasize motivation for better performance, continuous learning, and employee wellbeing. Our "Leaderment" management philosophy includes four training modules for new managers. In 2024, managers actively participated in Leaderment and situational leadership training, averaging 14 hours of training each. The training path is revised for 2025 to support our growth plan.

Leaderment training has positively impacted employee satisfaction with managerial work at Accountor Software, with 89% positive responses in our annual People First engagement survey.

### Compliance trainings and meeting high ethical standards

Governance capabilities are essential at Accountor Software. We ensure compliance and follow high ethical standards, with mandatory training for all employees, including new hires within two months. Training covers the Code of Conduct, information security, privacy, GDPR, and a general introduction, provided in local languages on our virtual learning platform.

### Flex – neuroscience of hybrid leadership

In 2024, we trained our managers on hybrid work methods to improve team engagement and cognitive well-being. Teams updated their hybrid playbooks, resulting in 91% of employees satisfied with team division between office and remote work, and 95% satisfied with remote work overall.

### SLII – situational leadership

In 2024, we enhanced leadership through SLII Situational Leadership, matching leadership styles to task development levels. We trained 13 new SLII certified trainers and over 20 leaders to improve situational leadership at Accountor Software.

## 5.6 Wellbeing

Accountor Software values wellbeing through autonomy, psychological safety, and competence. Our extensive occupational health and wellbeing services go beyond legal requirements, including specialist doctors, psychological support, and physiotherapy. When working remotely, employees have additional accident insurance. In addition, employees have access to online psychology consultations, a worry hotline, and online break exercises.

Our offices provide a safe working environment both mentally and physically. Health and safety compliance is overseen by local committees and management ensures adherence to policies.

In 2024, sick leave decreased to 2.92% from 2.98% in 2023. The total recordable injury rate was 4.89, mainly due to commuting, with no fatal accidents.

### 5.6.1 Protecting employees from harrassment

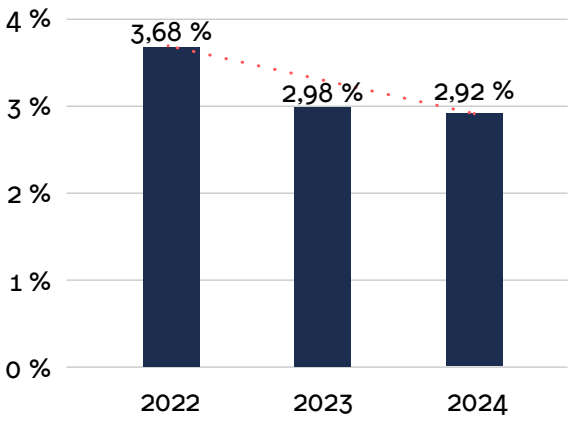
Accountor Software targets to provide a psychologically safe working environment. We monitor bullying and harassment through our People First survey and Whistleblowing channel. In 2024, twelve harassment cases were identified, with 50% resolved by February 2025.

Our efforts result in a low bullying rate of 2% at Accountor Software, compared to 15–28% in Finland's labor market.

### 5.6.2 Hybrid working model

Our a+ hybrid working model enhances wellbeing and lowers carbon emissions by reducing commuting. It allows employees to choose between working from home or the office, promoting work-life balance and improving overall satisfaction.

**Sick leave % Accountor Software**
(*Total recordable injury rate: number of recordable injuries x 1,000,000 / number of hours worked)




Teams have autonomy to balance remote and office work, fostering a sense of belonging through defined in-person interactions. Every employee has access to local offices and support services. In 2024, remote work satisfaction was rated at 4.64/5, with 95% (2023:86%) of employees expressing positive feedback.

During the induction process, new employees spend half of their working hours in the office with a colleague to ensure effective integration.

## 5.7 Customers' wellbeing

Our customers and their businesses are our top priority. We support economic growth and decent work for our clients and their employees, aligning with the United Nations' Sustainable Development Goal number 8. We provide legal compliance, information security, data protection, HR management, and development services. Our solutions help clients integrate sustainable governance and participate in digital development.

## 5.8 Giving back to the society

As a significant employer in Finland with more than 700 employees in 2024, we support the United Nations' Sustainable Development Goal number 8, which promotes decent work and economic growth. Our business also aligns with this goal by fostering growth and decent work for our clients and their employees.

**Impact Day**
We believe in giving back to society. Since 2022, we have promoted Impact Day, which allows employees to engage in voluntary charity work during working hours. In 2024, they contributed 77 hours to various good deeds, such as visiting nursing homes, volunteering at music festivals, donating blood, organizing Christmas donation campaigns, and participating in environment clean-ups.

Additionally, Accountor Software has assisted the Finnish government and society during the unstable financial situation by offering regular financial state analyses with secure and anonymized data from our solutions since 2020.

# 6 Environment

## 6.1 Our Environment in brief

We innovate and develop low-carbon financial and human resources management solutions and services. We aim to use all resources mindfully and avoid waste in digitalised hybrid way of working.

Our mission is to help our customers benefit from the new digital world of financial management, and human resources management and development. Together with our customers, we reduce our environmental footprints by using the full scale of digital solutions and services in efficient combination.

We are committed to reducing our carbon emissions consistently and comply fully with applicable environmental regulation, contractual requirements and recognised good practice in our activities. We pride in maintaining zero environmental penalties.

In 2024, we went on a mission to take our $CO_2$ calculations to the next level by assessing all applicable scope 3 categories according to GHG protocol. This resulted in more accurate data, revealing new opportunities for further carbon reduction strategies. This also means that our emissions per employee have increased to 3,11 $tCO_2$/FTE compared to the previous year's 1,4 $tCO_2$/FTE; however, if we use the same categories we did in 2023, the number is still comparable – 1,9 $tCO_2$/FTE. The increase of $CO_2$ emissions is mainly due to increased business travel and update of our devices to meet the high standards of information security accross the organization.

We will use the whole scope 3 data to do meaningful work of setting Science Based Targets initiatives (SBTI) in 2025 and assessing our digital product footprint more precisely.

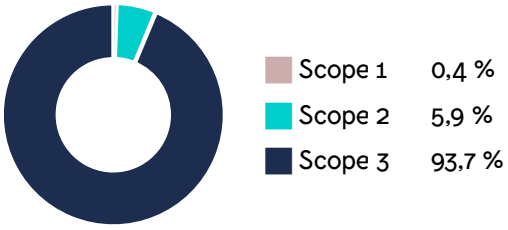
# 6.2 Climate work and Carbon footprint

## Emission sources

| | t $CO_2$ | % |
|---|---|---|
| **Scope 1** | **9.46** | **0.4** |
| Direct emissions from company facilities | 9.46 | |
| Refrigerant leakage | 9.46 | |
| **Scope 2** | **129.33** | **5.9** |
| Purchased heating, steam, and cooling for own use | 100.55 | |
| Heat (purchased) | 90.83 | |
| Purchased cooling | 9.72 | |
| Purchased electricity for own use | 28.78 | |
| Electricity (stationary) | 28.78 | |
| **Scope 3** | **2058.85** | **93.7** |
| Purchased goods and services | 1148.25 | |
| Externally calculated service emissions | 780.56 | |
| Electronic devices | 285.05 | |
| External data centre | 71.16 | |
| Water | 9.20 | |
| Food and drink | 2.28 | |
| Employee commuting | 504.86 | |
| Home office | 253.52 | |
| Employee Commuting | 251.34 | |
| Business travel | 236.43 | |
| Rental and private vehicles | 108.83 | |
| Flights | 96.10 | |
| Hotel nights | 24.70 | |
| Rail | 6.80 | |
| Fuel- and energy-related activities | 119.52 | |
| Upstream emissions cooling | 97.89 | |
| Upstream emissions heat | 11.16 | |
| Upstream emissions electricity | 6.80 | |
| Capital goods | 43.29 | |
| Capital goods | 43.29 | |
| Waste generated in operations | 5.29 | |
| Operational waste | 5.21 | |
| Transport to disposal facility | 0.08 | |
| Use of sold products | 1.14 | |
| Use of sold products | 1.14 | |
| Downstream leased assets | 0.09 | |
| Electricity | 0.09 | |
| **TOTAL** | **2197.64** | **3.11 $tCO_2$/FTE** |

**new categories in 2024 calculations**

## $CO_2$ emissions categorised by Scope 1, 2, and 3



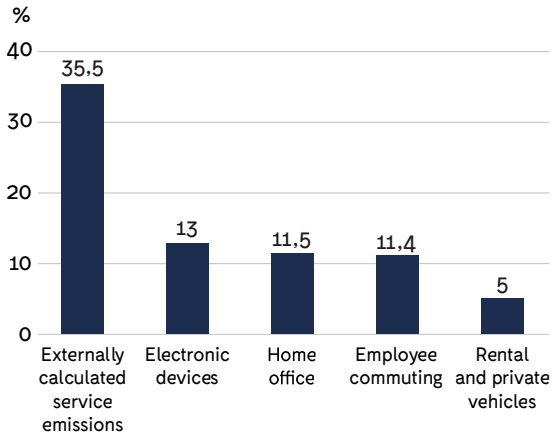

## % $CO_2$ emissions per office

| Office | % (FTE based) |
|---|---|
| Espoo | 66.4 % |
| Tampere | 11.1 % |
| Turku | 8.2 % |
| Jyväskylä | 11.9 % |
| Stockholm | 2.4 % |

## Largest increases in emissions 2023 vs 2024

| Categories | 2023 ($tCO_2$) | 2024 ($tCO_2$) | Increase |
|---|---|---|---|
| Electronic devices | 122.7 | 285.05 | 232% |
| Flights | 31.30 | 96.1 | 307% |

## Largest sources of emissions in 2024



# 7 Reporting conventions and sustainability management

This Sustainability Insights covers data from 1 January to 31 December 2024 and is updated annually since 2021. Inspired by ESRS contents, we present our results in a global common language for sustainability reporting. Terms *ESG* and *sustainability* are used interchangeably.

Our data is partially assured externally, with audits in privacy, information security, and financial data. Carbon emission calculations, done with Climate Partner, follow the Greenhouse Gas Protocol guidelines. EcoVadis audited our sustainability processes in November 2024.

The ESG Committee, comprising Accountor Software Leadership Team members and Head of ESG, reviews and approves our sustainability matters. The Committee has approved this 2024 report, which will be presented to Accountor's Board of Directors for oversight. The Board monitors our impact and approves ESG policies and action plans.

This report is a part of broader CSRD-inspired progress report available on the media platform.

For questions about the report or reported information, please contact esg@accountorsoftware.com