

## Mintly – Corporate Sustainability Policy

External use

February 2024

### Responsibility in Mintly

Our skilled and well-being employees are the cornerstone of our operations. We deliver high-quality services to our customers as well as products sourced from manufacturers and wholesalers. We hire new employees, purchase electricity for our servers, sort our waste, and illuminate our premises. In all our daily and strategic activities, it is important for us to recognize our responsibility for sustainable development, our customers' social responsibilities, and our own role in the responsibility chain. We must also demand the same from our stakeholders, ensuring that the entire supply chain is committed to addressing the economic, social, and environmental impacts of our operations.

We are committed to the principles of the UN Global Compact. We pledge to adopt, support, and implement fundamental values related to human rights, labor principles, the environment, and anti-corruption efforts within our sphere of influence. Additionally, we are committed to the UN Sustainable Development Goals and strive to directly promote several goals in our own business operations and value chain.

Responsible actions concern us all – every individual at Mintly and our stakeholders. Particularly, exemplary management of human rights, environmental, and climate issues is important to us. Our key sustainability objectives are:

- **Skilled and healthy team.** Mintly strives to attract and retain talent. We strive to be a top-tier workplace for every member of the Mintly team. It's essential to us that our employees flourish and have the opportunity to influence their work, contributing to a culture of responsibility in the workplace. Our goal is to maintain the current level of occupational safety, where we have no workplace accidents. (UN Sustainable Development Goals 3, 4, 5, and 8.)
- **Responsible Customer Solutions.** We provide solutions that assist our customers in achieving their own environmental goals. We offer efficient, optimized, and comprehensive solutions. We are committed to sustainable lifecycle management of the devices we sell. We are a reliable partner to our customers and also select our own partners responsibly. (UN Sustainable Development Goals 9, 11, 12, and 17.)
- **Minimizing Environmental Impacts.** We strive to influence our value chain by, among other things, optimizing our logistics, promoting circular economy and recycling, and supporting sensible mobility and remote work. We are committed to environmental protection and prevention of environmental degradation. We familiarize ourselves with and adapt to various legal requirements related to sustainability, such as energy efficiency laws, and continuously aim for activities that impose minimal environmental burden. (UN Sustainable Development Goal 13.)

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### Compliance with Sustainability-Related Legislation and Good Business Practices

In delivering products, services, and solutions to our customers, we adhere to relevant legislation, the provisions of this document, and other corporate responsibility requirements.

At Mintly, we ensure and monitor compliance with legislation and responsibility requirements among our own stakeholders. We neither directly nor indirectly offer nor request payment or other consideration to facilitate transactions or gain undue advantage. We stand against all forms of corruption and do not engage in money laundering or fraud.

To prevent harmful effects associated with minerals from high-risk areas, we have familiarized ourselves with the [OECD guidelines](#) concerning operations in conflict zones. We also require compliance with these guidelines from our stakeholders.

### Human Rights and Workplace

In line with Mintly's values, we respect the contribution of every individual and ensure the well-being of our personnel. At Mintly, we adhere to a policy of equality, thus supporting equal opportunities for our employees.

We operate in accordance with [internationally recognized human rights](#) and international human rights commitments, as well as, naturally, national laws and regulations. We also expect this compliance from our stakeholders.

We actively seek ways to prevent or mitigate harmful human rights impacts related to the products, services, solutions, or other aspects of our business that we buy or sell. We particularly emphasize that:

- Our employees have the right to organize or join the organizations of their choice.
- The use of child labor under the age of 15 is prohibited. Children under the age of 18 may only work in roles that are not harmful to their health, safety, or morals due to their nature or circumstances. Those under 18 must not be employed for night work or overtime.
- The use of forced labor is prohibited. Indicators of forced labor can be found on the Ministry of Economic Affairs and Employment website.
- We treat our employees with dignity and respect, and all forms of discrimination against employees are prohibited.
- Harassment and bullying of employees are prohibited. This includes inhumane treatment of employees, including sexual harassment and abuse, physical punishment, mental or physical coercion and harassment, and the threat of such treatment.
- We adhere to the collective agreement for the IT services sector and recognize our employees' freedom of association. We have a shop steward elected by our staff.
- At least the legally mandated minimum wage is paid for normal working hours, and legal means of payment are used for wage payment.

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- We comply with national legislation regarding working hours.

### Occupational Safety and Health

Our work environment must be clean, safe, and healthy. In our own premises and especially in our clients' premises, we must actively ensure that:

- Employees are adequately protected against hazardous exposures as well as work-related health risks caused by factors independent of physical elements.
- We prevent, assess, monitor, and report incidents of work-related accidents, near misses, health hazards, and illnesses, and encourage employees to report these and any other potential hazards.
- We identify potential emergency situations and develop necessary plans and instructions for them.
- We promptly take corrective actions upon receiving information about potential exposures and hazards.
- Machines and tools used in work have appropriate safety devices and guards.

Additionally:

- We provide employees with training and information on work-related procedures, risks, and their prevention, as well as first aid skills.
- We provide employees with appropriate protective equipment and document and investigate accidents and hazardous situations related to occupational safety and health.
- We arrange for proper occupational health care for our employees and ensure the availability of adequate sanitary and break facilities.

### Environment and Climate

Mintly adheres to relevant legislation and regulations concerning environmental and climate issues. We are committed to continuously improving our environmental management system in accordance with ISO 14001 standards to enhance environmental protection.

The products, services, and solutions we purchase and sell are produced with minimal environmental impact in mind. We are dedicated to environmental protection and prevention of environmental pollution, and any waste generated in our work is recycled and/or disposed of lawfully.

We ensure that the manufacturing of the products we sell complies with necessary and valid permits, and we adhere to permit conditions. We are committed to sustainable resource use, mitigating climate change, adapting to it, as well as preserving biodiversity and ecosystems.

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### Mintly:

- Adheres to the [Vienna Convention and its Montreal Protocol](#) on Substances that Deplete the Ozone Layer.
- Complies with the [Basel Convention](#) on the Control of Transboundary Movements of Hazardous Wastes and Their Disposal.
- Abides by [the Stockholm Convention on Persistent Organic Pollutants and procedures outlined in the Prior Informed Consent \(PIC\) Convention](#), as well as national environmental legislation.
- Measures, monitors, and assesses the environmental impacts of its operations and supply chain, striving to continuously reduce its environmental footprint and minimize material use and waste generation.
- Seeks comprehensive environmental impact assessments throughout the lifecycle of its goods and services, setting requirements for minimal environmental impact for its supply chain as well.

### Additionally, we explore:

- How to develop solutions with minimal environmental impact.
- New opportunities to leverage principles of the circular economy.

## Distribution of responsibilities in the sustainability policy



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### Compliance

Mintly itself, as well as several of our clients, monitor compliance to ensure adherence to the matters described in this document, the presentation of related documents, and the rectification of any identified deficiencies. Mintly employs a Whistleblow channel through which every Mintly employee is obligated to report any observed activity that violates the sustainability policy. We are also committed to continuous improvement to enhance the level of the themes mentioned in this document.

The responsibility for Mintly’s sustainability and sustainability reporting lies with Mintly’s Sustainability Manager.

### Sustainability goals and meters

Safe and healthy team			
Indicator	Goal	Meter	Measurement interval
1. eNPS	Achievement of excellence >80	-/+ 100	Semi-annually
2. Successful Recruitment and On-boarding Process	100% of employees stay after probation	% of new employees	Quarterly
3. Workload	Workload is not consistently overwhelming	Scale: Not at all, occasionally, sometimes, constantly	Semi-annually
Minimizing environmental effects			
Indicator	Goal	Meter	Measurement interval
4. ISO14001 Certification	Certified	Yes / No	Monthly
5. Participation in Cisco Take Back Program	At least 1 deal	Yes / No	Quarterly
6. Scope 3 Emissions Assessment in Product Sales	Assess current emissions and set reduction targets based on it	Scope 3 emissions tCO2eq	Quarterly
7. Ecovadis Environmental Rating	>60	0-100	Annually

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### Responsible customer solutions

Indicator	Goal	Meter	Measurement interval
8. NPS	Maintaining excellence >80	-/+ 100	Semi-annually
9. Ability to Meet Customer Sustainability Expectations	No deviation from customers' ethical guidelines (Code of Conduct)	0 or greater	Monthly
10. Clarification of Suppliers' Sustainability Commitments	Conduct ESG risk assessment related to major suppliers (measured by revenue share)	Yes / No	Quarterly

In Espoo in February of 2024  
Mintly Management Team