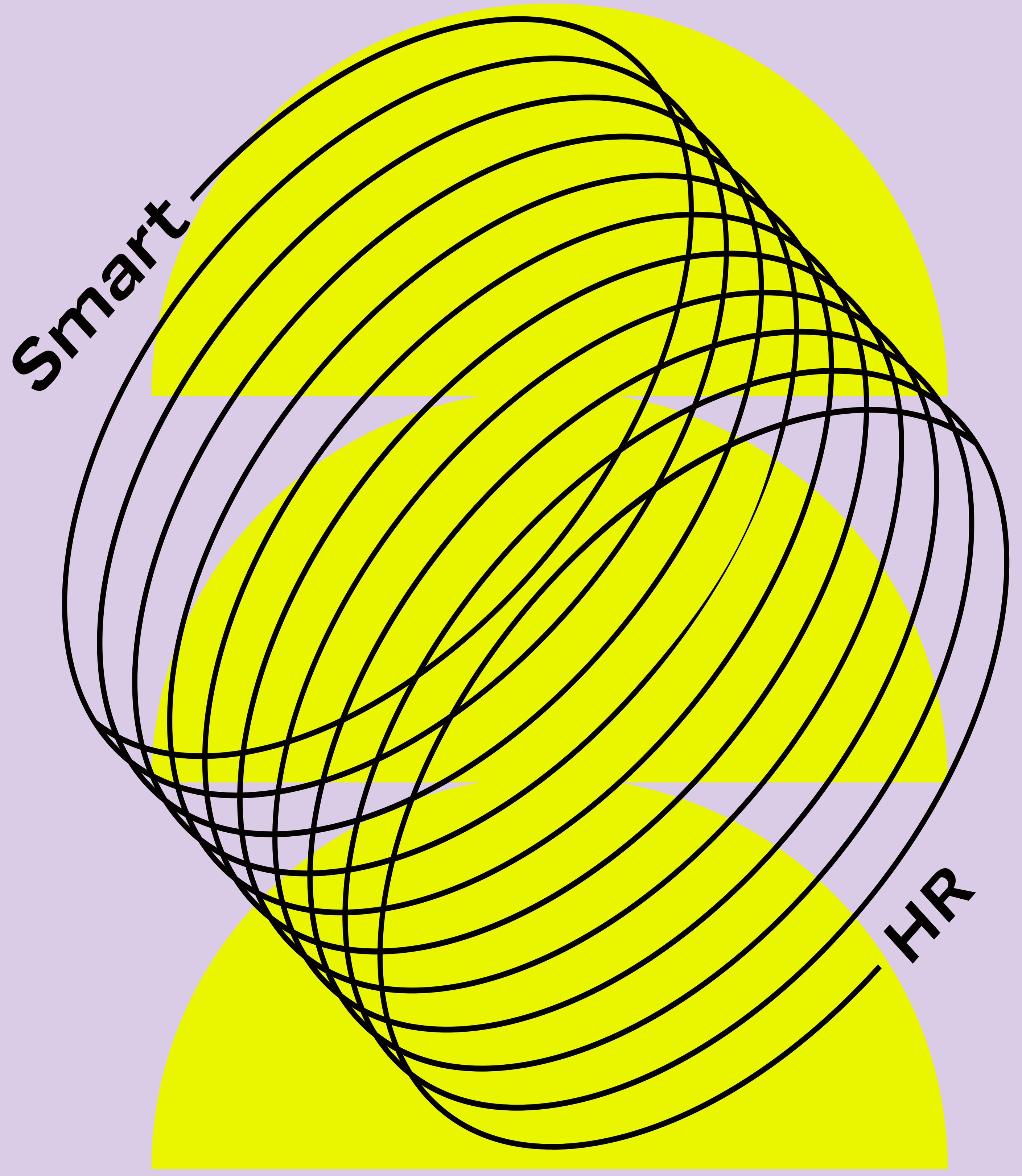
Sustainability

integrata

2025



HR SMART

Integrata in numbers 2025

- **250+** employees
- **500+** customers
- **8** locations
  FINLAND // Tampere, Helsinki, Turku, Pori, Oulu, Jyväskylä
  SWEDEN // Nyköping, Borås
- NPS **56**
- eNPS **53**
- Carbon footprint **628 tCO_2 e**, Scope 1,2 & 3
- Carbon intensity: **0,03**
- Integrata Ltd. turnover **22,5 M€**
- Personnel are paid performance bonuses based on company profts
- **8 325 €** donated to charity
- Employees can spend **2 working hours** per month on volunteer work or sports
- **2,16%** of working time is dedicated to competence development
- **4** sets of values: The Integrata Manifest
- **10** safer space principles
- **90%** felt that people are treated equally at Integrata.

integrata

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Introduction

Integrata's sustainability report explains the purpose behind our operations and how we assess our environmental, social, and economic impacts in accordance with the principles of sustainable development.

Integrata strives to be – and is – an active player and industry pioneer in the field of sustainability.

This report provides a transparent overview of our progress in sustainability work, based on both the principles of sustainable development and the expectations of our stakeholders.

We are committed to continuous improvement and open dialogue. Sustainability is an integral part of our strategy and daily operations – now and in the future.

This sustainability report outlines Integrata's core sustainability principles and the concrete steps we are taking for the future.

For more information, visit integrata.fi/sustainability

Greetings from the CEO

Integrata specializes in intelligent HR and payroll solutions. Our vision is to build a smart future at the forefront of HR and payroll management.

Sustainability is at the core of both our corporate culture and our business – it guides our decisions, development, and the way we operate. There are no shortcuts to the top: we're taking steady and transparent steps towards a more sustainable future for the environment, our personnel, and society as a whole.

In this 2025 report, we continue to share our progress and targets with full transparency. Concrete actions matter, and we've taken further steps in our core areas of sustainability: climate, people, technology, and ethical business.

The customer is one of us. Sustainable growth is achieved together with our customers and partners. The views of Integrata's stakeholders are essential in identifying the impacts of our operations and in fulfilling our due diligence obligations.

We support our customers in automation, secure technologies, and HR-related ESG reporting. We continuously develop our HR technology and **Integrata® Analytics** service to ensure customers receive reliable data to support a responsible and equitable work environment.

We recognize that our commitment to sustainability is an ongoing journey that requires continuous development, openness, and collaboration to achieve a lasting impact.

We are building a more sustainable future – and now we're doing so internationally, too.

Riku Heinonen, CEO, **Integrata**

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01 Framework and strategic objectives

In 2025, the regulations governing corporate sustainability reporting were further clarifed, particularly with the implementation of the CSRD-directive (Corporate Sustainability Reporting Directive) and the related ESRS standards. Application of the CSRD is progressing in phases, starting with large and publicly listed companies. Integrata is not yet subject to mandatory CSRD reporting, but the changes in the operating environment are clearly refected in our customers' and partners' increasing reporting and disclosure requirements. Additionally, indirect reporting obligations are increasing through value chains, as large customers require CSRD-compliant data from their service providers.

Despite changes in legislation, Integrata will continue its sustainability reporting using the same framework from last year. We utilize the structure and principles of the CSRD and ESRS standards where applicable, ensuring reporting is comparable, systematic, and aligned with stakeholder expectations. **References to the CSRD and ESRS are included throughout the report in both text and headings**, as before.

During 2025, we conducted a comprehensive double materiality analysis. The aim of the analysis was to identify both the impacts of Integrata's operations on the environment and society, and the economic signifcance of sustainability topics for business. The results of the analysis confrmed our previous view: the most important sustainability priorities are social responsibility and employee wellbeing, cybersecurity and data protection, and ethical and transparent business practices. These topics are highly material in terms of impact and are also economically signifcant for Integrata's business continuity, growth, and customer trust.

A stakeholder analysis supported the results of the double materiality analysis. Customers and partners placed particular emphasis on data protection, information security, continuity, and supply chain transparency. The owner perspective emphasized employee expertise and wellbeing, responsible data use, and ethical conduct as the foundation for international growth. Stakeholder expectations confrm that trust, expertise, and risk management are central to our sustainability work – and that the systematic development of these areas directly supports Integrata's strategy and competitiveness. Integrata is frmly committed to complying with all national and international laws and regulations. We want to be a responsible company in all our areas of operation. We act openly and honestly, and we aim to lead the way in our industry in terms of social, environmental, and economic sustainability.

Integrata's management team regularly addresses issues related to sustainability. Key sustainability policies are approved by the company's Board of Directors (*Sustainability governance GOV-2*). Since 2024, the management and coordination of sustainability work have been handled by the Sustainable Development Management Team, which meets regularly to follow up on the implementation of sustainability objectives. The team includes representatives from executive management, who play a signifcant role from a sustainability perspective, as well as the person responsible for sustainability communications (*The role of administrative, management and supervisory bodies GOV-1*). Our operations are guided by **the United Nations** (UN) Sustainable Development Goals (SDGs). In addition, we respect the human rights and fundamental labor rights recognized by the UN and the International Labour Organization (ILO) in all countries where we operate, and we comply with Finnish legislation.

In addition to sustainability reporting, other key guidelines and operating principles related to our sustainability work include:

- Data security and privacy policy
- Continuity planning
- Risk management
- Code of Conduct
- Safer space principles
- Early intervention guidelines
- Ethical guidelines for partners and suppliers
- Equality and non-discrimination plan
- Environmental program.

Integrata is committed to honest and ethical business practices in all respects, including communication, contracts, and competition. We report our finances honestly and do not tolerate bribery, corruption, or any misuse of funds. We strive to identify conficts of interest and address issues without delay.

> "We expect responsible business conduct from our stakeholders.

We also expect responsible business conductfrom our stakeholders. Our business is based on honesty and transparency across all contracts and commitments. We are committed to making ethical and fair agreements with our customers, partners, and suppliers. We do not tolerate contract manipulation or dishonest practices under any circumstances.

Our primary stakeholders are essential to Integrata's operations and include customers and end users, Integrata employees, system partners, and key service providers. Our most important partners in the supply chain are our technology partners.

We are committed to making ethical and fair agreements with our customers, partners, and suppliers. "

We engage in active discussions with our system partners about their sustainability work, goals, and indicators. Secondary stakeholders that may have a signifcant impact on Integrata's business include legislators and regulators, suppliers, and other partners.

During 2025–2026, we aim to have our most important partners and suppliers commit to an ethical business agreement (**Integrata Code of Conduct**) by the end of 2026. In doing so, we strive to ensure that all our key partners adhere to general sustainability principles (*Interests and views of stakeholders SBM-2*).

Integrata also regularly verifes the backgrounds of customers, suppliers, and contractual partners in accordance with legal requirements through **PEP** (Politically Exposed Person), benefcial owner, and sanctions list screening. Screening is based on the comprehensive **DOKS** database provided by **Alma Talent Oy**.

The framework for responsible business is based on Integrata's ISO 27001 Information Security Standard certifcation. In 2026, Integrata will also launch the ISO 14001 Environmental Standard and ISO 9001 Quality Standard, which together will form a comprehensive management system ensuring secure, responsible, and high-quality services for customers.

Sense intelligence

In 2025, Integrata achieved an NPS of 56 and an eNPS of 65. These results reflect our ability to deliver an exceptional customer experience, as well as a superior everyday work environment for our employees.

integrata

> "Our strategy revolves around people."

1.1 // Ensuring sustainability *(SBM-1)*

Sustainability is an integral part of our strategy and the **Integrata Manifest**, the set of values guiding our daily operations. The core of our strategy comprises the wellbeing of our personnel, continuous skills development ("the most competent experts"), customer orientation ("the customer is one of us"), and adherence to the Integrata Manifest.

Our strategy revolves around people: we prioritize the wellbeing of our employees, the experiences of our customers, and the trust of our partners. Our goal is to be the top choice in the industry for both customers and employees, while growing proftably and expanding into new markets responsibly. The customer satisfaction NPS (Net Promoter Score) and employee satisfaction eNPS (Employee Net Promoter Score) are key experience indicators in Integrata's daily operations. They serve as strategic priorities for the organization's development and success. In 2025, Integrata's **NPS** was **56** and the **eNPS** was **53**. The development of these figures (see 2. Social responsibility) is a testament to our ability to provide an unparalleled customer experience as well as a superior and equitable work environment.

As part of its strategy, Integrata also aims to strengthen its position as a technological pioneer. This commitment is refected in our daily work through continuous learning, innovative solutions, and the responsible use of AI. We focus on automating internal and customer processes while continuously enhancing data security. In line with the strategy, our technology also supports ethically sustainable practices. Information security, transparency, and the responsible use of data are an essential part of the continuous development of our business. In 2025, we created guidelines and practices for the responsible use of artifcial intelligence and provided a comprehensive AI training program for all employees.

Our approach to sustainability is based on identifying, monitoring, and reducing the (carbon) footprint of our operations, as well as increasing our positive handprint in various ways. Our handprint is created by a humancentered corporate culture and technological solutions that streamline our customers' HR and payroll processes, increase effciency for both Integrata employees and our customers, and promote a more human-centered and intelligent working life.

Principles of Sustainable Development

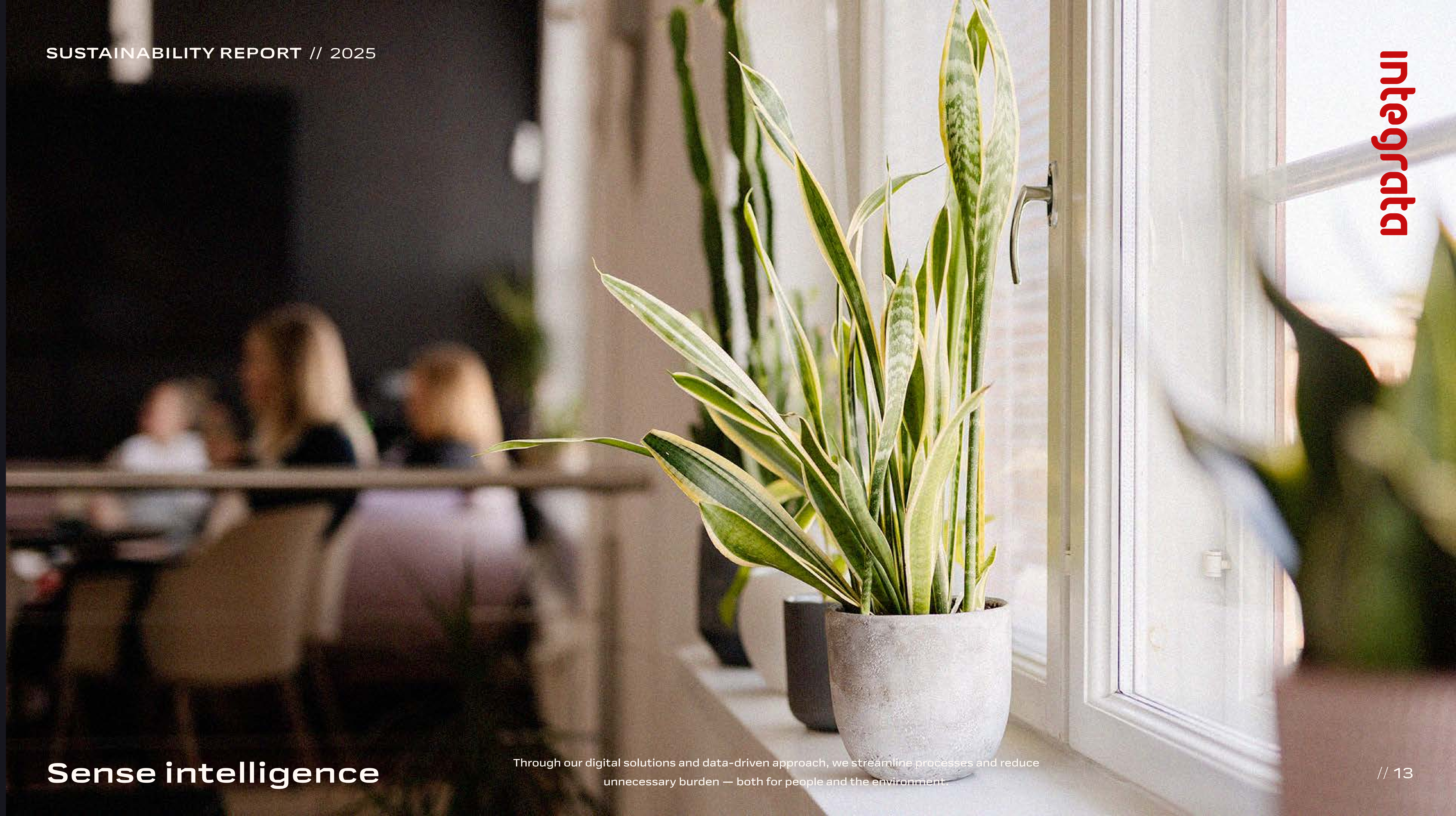
Integrata has identifed three UN Sustainable Development Goals (SDGs)* as the foundation of its sustainability work:

Integrata promotes societal well-being and pursues sustainable growth through sustainable and responsible business practices that combine profitability, humanity, and an ecofriendly approach. With the help of digital solutions and data, we make processes more effcient and reduce unnecessary strain on the environment.

Integrata is committed to supporting efforts to combat climate change and promote biodiversity. We calculate our emissions with the help of a partner (**Carbonlink**). We intend to reduce our negative impacts on the climate every year. Integrata compensates for the remaining Scope 1 and 2 emissions through a partner.

Integrata is committed to fair and good governance, as well as honest and ethical business practices. We report our finances honestly and do not tolerate bribery, corruption, or any misuse of funds. Integrata adheres to high standards of information security and data protection (**ISO 27001**) and ensures cybersecurity.

*The UN Sustainable Development Goals (SDGs) are an international action plan adopted in 2015 that aims to guide global development towards greater social, economic, and environmental sustainability by 2030.



Through our digital solutions and data-driven approach, we streamline processes and reduce unnecessary burden — both for people and the environment.

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02
Social responsibility

Social responsibility is embedded in decision-making at every level of our organization. Integrata is committed to acting responsibly and promoting social responsibility in all areas of its operations.

Commitments aligned with **the UN Sustainable Development Goals** have also been incorporated into Integrata's social responsibility strategy. Integrata's social responsibility goals are based on the principles of sustainable development, especially the promotion of decent work and economic growth. Through our choices, we aim to create sustainable jobs and a corporate culture that has a positive impact on the entire industry and society.

The most important indicators of social responsibility are the **NPS** (Net Promoter Score), measuring customer satisfaction, and the **eNPS** (Employee Net Promoter Score), related to employee satisfaction, both of which are linked to our strategy. Our NPS and eNPS have remained at a good level in recent years. In 2025, Integrata's eNPS was **53**. In January 2026, Integrata was named Pirkanmaa's **Employer of the Year 2025**, based on employee experience and its contribution to growth.

In the frst quarter of 2025, the NPS score for customer satisfaction increased signifcantly **(42 à 56)**, indicating successful measures in enhancing the customer experience. The eNPS score for employee satisfaction, on the other hand, remained fairly stable and at a good level throughout the period of growth. At the very beginning of 2026, the eNPS rose to **65**.

YEAR	NPS	eNPS
2021	67	65
2022	68	52
2023	64	49
2024	42	56
2025	56	53

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56
INTEGRATA NPS 2025

53
INTEGRATA eNPS 2025

16,7%
AVERAGE REVENUE GROWTH 2021–2025

6,7%
INTEGRATA LTD.'S REVENUE GROWTH RATE 2025

Integrata has also been listed twice on **the Financial Times** and **Statista FT1000** list of Europe's fastest-growing companies. In 2025, Financial Times and Statista published **the Europe's Long-Term Growth Champions 2025** ranking for the frst time, listing the 300 companies in Europe with the fastest revenue growth from 2013 to 2023. Integrata was ranked **131st** on the list. The list includes companies that have been able to sustainably maintain their sales growth despite the challenges of the European economy.

Integrata's average revenue growth from 2021 to 2025 was **16.7%**. Integrata Ltd.'s revenue growth rate in 2025 was **6.7%**.

In summary, the strong growth briefy affected customer satisfaction in particular, but improvements in feedback from both customers and personnel show that the situation was addressed in a timely and appropriate manner.

We actively strive to remove obstacles to success at work, and to operate in an emotionally and technologically intelligent way. Our sustainable culture emphasizes participation and information transparency – both internally and with our customers. At Integrata, participation has long been fostered through self-management and community-driven approaches, and by ensuring open and transparent access to information – including business-related information.

We also nurture and promote a culture of continuous learning: At Integrata, people want to learn (motivation), have the skills to learn (capability), and have the energy to keep learning (wellbeing). As the competence of our employees grows, so does the future capability of Integrata, our customers, and ideally the entire industry *(Code of conduct related to own workforce S1-1)*.

We strive to remove obstacles to success at work, and to operate in an emotionally and technologically intelligent way."

2.1 // People at Integrata

The key fgures for Integrata's employees *(S1-6)* at the end of 2025 are presented below. The data was collected from the **Integrata® Analytics** platform:

- Total number of employees: **221 (FTE 198)**
- **180 employees** reported their gender as female and **41** employees reported their gender as male.
- Permanent/Fixed-term: **226/6**
- Employee turnover, exits (2025): **9.5%**
- Employee turnover, hires (2025): **17.2%**
- Locations: **8** (Tampere, Helsinki, Turku, Pori, Oulu, Jyväskylä, Nyköping, Borås)

NOTE! The figures presented relate to Integrata Oy, whereas the locations cover the entire Group.

In 2025, we opened offces in Jyväskylä in Finland, and in Nyköping in Sweden. Internationalization is part of Integrata's strategy, and we took a signifcant step in 2025 by completing our frst recruitment in Sweden. As a second action aligned with our growth strategy, we completed two acquisitions in the fall of 2025, when Integrata acquired **Henkilöstötieto Paloniemi Oy** in Oulu (**8** employees) and the payroll business of **Koncept HR AB** in Borås, Sweden (**6** employees).

2.2 // An equal, fair, and non-discriminatory work community

We are committed to eliminating obstacles to employment and workplace success for people of all backgrounds, with the utmost respect for human diversity in all its forms. We foster an atmosphere of diversity and inclusivity at Integrata, and take proactive steps to increase diversity and reduce unconscious bias.

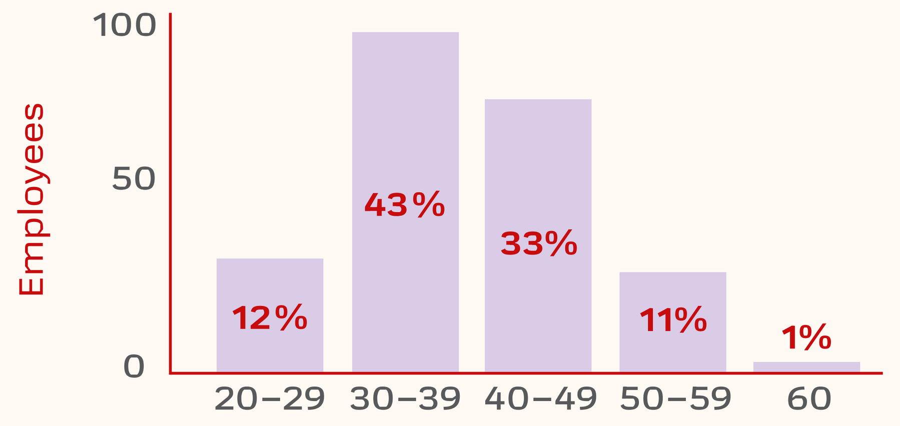
Integrata is committed, both in its day-to-day operations and in its equality and non-discrimination plan, to continuously promoting equality in recruitment, career advancement and opportunities, work–life balance, preventing harassment, and ensuring fair pay and employment conditions – 365 days a year.

"Integrata is committed to promoting the principles of equality, fairness and non-discrimination. Everyone is welcome to be themselves at our offices.

2.3 // Diversity indicators (S1-9) at Integrata

Employee age distribution

Age group



The average age is 40 for women and 39 for men.

Gender distribution in the management team

67% of the members of the management team reported their gender as male and **33%** as female. The gender distribution in the management team levelled out in 2025 when a female CRO joined the team.

Everyone has the right to feel safe in the workplace and on Integrata's premises. Back in 2022, we created and implemented our safer space guidelines, which communicate our commitment to equality, equity, diversity, and accessibility – both to those working on our premises and to those interacting with us.

Every Integrata employee completes the mandatory **Manifest** (Integrata's values) and **safer space principles** online training courses each year on the learning platform Oivaltamo (**Vuolearning**). In addition to online training, Integrata employees participate in various courses, simulations, and workshops on these topics. These topics are part of the onboarding process in both Finland and Sweden.

Integrata's inclusivity in everyday life is also supported by the equality of our facilities: at all our locations, workspaces, toilets, and dressing rooms are arranged with diversity in mind. In addition, stickers refecting our safer space principles serve as a reminder of inclusive practices at all our locations. In 2025, these principles, along with reminder stickers, were also introduced at our Swedish locations.

We encourage people from different backgrounds to apply for our open positions. Since 2021, our job advertisements have included a salary range and Duunitori's Diversity Promise. **Duunitori's** Diversity Promise.

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Remote work opportunities have been available since the company was founded in 2008."

2.4 // Work-life balance indicators (S1–15)

100% of Integrata employees are entitled to family leave. Employees who have taken family leave account for 10.5% of all employees, of which female employees account for 8.5% and male employees for 2%.

We always strive to enable part-time work, study leave, or other fexible arrangements requested by employees. According to the 2025 **Eezy Siqni** employee satisfaction survey, Integrata employees consider it important for everyone at Integrata to have fexible working hours.

Remote work opportunities have been available since the company was founded in 2008. The same principles are also applied in Sweden.

2.5 // Remuneration indicators (S1–10, S1–16)

As part of its commitment to social and economic sustainability, Integrata wants to be a fair and transparent employer. At Integrata, all employees are paid according to industry standards and established labour market practices (Adequate wages S1-10). We ensure that compensation is fair, competitive, and transparent. In 2025, as part of efforts to enhance pay transparency, role descriptions, competency levels, and salary ranges were established for all primary employee roles, bringing additional clarity to the basis for salary determination and salary progression. The role description and competency level model was reviewed with all personnel, and during a round of salary discussions in fall 2025, supervisors were specifcally trained to conduct salary discussions while ensuring the validity of the new model. In 2026, the model will be integrated into annual performance discussions (employee development discussions).

Employees have the opportunity to participate in personnel ownership through employee issues that are decided upon and arranged separately. **Integrata also paid a performance bonus to its personnel from its 2025 profts**. Additionally, in 2025, **a personnel fund was established** at the initiative of the staff, enabling the voluntary allocation of performance bonuses into the fund. Every Integrata employee is a member of the personnel fund. The fund is managed by its own Board, which consists of two employee members elected by the staff and two employer-appointed representatives. The fund was selected with an emphasis on responsible investment practices. The fund's sustainability documents are available to all Integrata employees.

Integrata offers an extensive benefits package (*Total remuneration S1-16*), which includes, among other things, comprehensive occupational healthcare, sports and culture vouchers, lunch benefits, **2 hours of paid work time for exercise or volunteer work** ("LiKiky"), and **an additional week of annual leave starting after 5 continuous years of employment.**

As part of improving remuneration, a survey and workshop were conducted for personnel in the fall of 2025, where benefits were examined from the perspectives of different employee groups and life situations. The majority of the benefits were still perceived as supporting the wellbeing of knowledge workers and were kept unchanged. A key development was increasing flexibility, for instance in the use of the wellbeing beneft (with commuting added as a new option) and in employee gifts.

The European Union's Pay Transparency Directive, which will enter into force in 2026, aims to close the gender pay gap by promoting transparency in pay structures and reporting. When reporting on gender pay equality, the gender distribution in each role is taken into account. At Integrata, the pay gap (*S1-16*) is most likely explained by the gendered distribution of roles: the HR and payroll sector remains female-dominated, whereas roles related to the active development of technology in these areas, such as software and system development, are still statistically male-dominated. Since many tech-related positions tend to have higher average salaries, this structural division statistically infuences the gender pay gap reported at Integrata.

"Integrata works to reduce the pay gap by creating internal career paths between different roles, as well as through communication that actively challenges common gender stereotypes.

We always ensure that there are no gender-based pay differences within the same roles by monitoring equality throughout the employment lifecycle. We have sought to reduce the pay gap by creating internal career paths between different roles and tasks, as well as through transparent recruitment communication that actively challenges common gender stereotypes.

In 2025, the gender pay gap in monthly salaries decreased by €49 compared to 2024, with female employees' average monthly salary increasing by **0.8%** from the previous year, and male employees' salary decresing by **0.4%** from the previous year.

> In 2025, the gender pay gap narrowed as women's average monthly salary increased by 0.8% and men's decreased by 0.4%."

Pay equality in brief

- Gender pay gap in monthly salaries: **19,9%**
- Total remuneration ratio (the ratio of the highest paid individual to the median annual total remuneration for all employees): **2,1.**

Pay and pay equality data for both personnel and management are obtained by combining gender information – either self-reported or inferred from the employee's social security number – with background information on the payment of wages and employment, such as role-specifc job titles. This provides an overview of salary development and potential differences between female and male employees, as defned by the applicable standard. No statistical data is currently available for other gender identities. The company's value drivers, such as financial sustainability, growth, and business performance, are taken into account in the remuneration of management. Success in these areas also contributes to the company's longterm value creation (*Executive remuneration GOV-3*).

2.6 // Sense intelligence – a brain-healthy and safe workplace

We believe that employee wellbeing is a prerequisite for Integrata's success. When our employees are well, they are better able to serve our customers and take an active role in contributing to social responsibility.

Wellbeing at work is built above all on meaningful work, smooth daily routines, and a well-functioning work community. We continuously develop our working methods, processes, and tools – just as we help our customers to develop theirs. Our goal is to make day-to-day work as smooth, clear, and stress-free as possible.

We are particularly committed to reducing psychosocial stress at work through everyday measures. In doing this, we create a sustainable foundation for employee wellbeing and, consequently, for long-term success.

Through our digital solutions and data-driven approach, we streamline processes and reduce unnecessary burden — for both people and the environment.

We continuously develop our working methods, processes, and tools – just as we help our customers to develop theirs."

2.7 // Health and safety indicators for Integrata employees (S1-14)

- **100%** of Integrata employees are covered by the company's occupational healthcare services
- Accidents at work: **0%**
- Absences due to illness: **3,5%**.

Indicators relating to wellbeing and work ability are monitored as part of the HR team's annual plans and through regular collaboration with occupational healthcare services.

We also offer Integrata employees extensive occupational healthcare with additional insurance (therapy and surgery costs), utilize the services of a work ability coach, and actively collaborate with our pension insurer to reduce work ability risks. Together with our occupational healthcare provider, we have implemented an early intervention model that helps to identify and address signs of declining work ability at an early stage. In addition, we actively organize work ability negotiations and hold regular cooperation meetings with our occupational healthcare provider. Integrata also has its own in-house coach, who provided services to a total of **20** Integrata employees, three different teams, and four supervisor groups in 2025.

We believe that a human-centered and emotionally intelligent corporate culture enables a healthy work–life balance, increases productivity, and reduces the costs of burnout, which are refected in wider society in many different ways. Automation is an essential part of delivering responsible and high-quality services. Work automation eliminates repetitive tasks, freeing up Integrata employees' time so that they can focus on more meaningful tasks while reducing the risk of human error. In 2025, we further advanced payroll automation and initiated development related to absence reporting for the National Incomes Register and the operational management of HR and payroll services, ensuring highquality service and supporting the cognitive ergonomics of Integrata employees. We also developed numerous solutions to meet our customers' needs, enabling AI-assisted HR work, greater automation across the employment lifecycle, and the seamless management of changes such as mergers and acquisitions.

2.8 // The most competent experts (S1-13)

Continuous development and learning are at the core of our growth-oriented culture.

In 2025, our approach to skills development shifted from assessments to concrete measures. Based on the identifed needs, targeted training was implemented on topics such as artifcial intelligence, change capability, and the use of the **Integrata® Service Platform**, considering the needs of both personnel and clients.

Additionally, an operational development project was launched to clarify expert roles, standardize practices, and enhance everyday effciency through the Service Platform.

17%

OF INTEGRATA'S PAYROLL EXPERTS HAVE COMPLETED THE PHT QUALIFICATION

2,16%

OF WORKING HOURS WERE SPENT ON EDUCATION 2025

integrata

The most competent experts at Integrata

- **100%** of Integrata employees participate in an annual growth discussion, and a growth plan is drawn up for them.
- **100%** of Integrata employees complete the jointly agreed mandatory training content annually, which is monitored via the **Oivaltamo** learning platform.
- **100%** of Integrata employees receive onboarding for their work, along with ongoing support and annual training.

In 2025, we began introducing the same operating models to our Swedish company.

Indicators for education and skills development (S1-13)

- 17% of Integrata's payroll experts have completed the **PHT qualifcation.**
- Courses were completed **1,614** times on **Integrata's Oivaltamo (Vuolearning)** learning platform in 2025. In addition, all Integrata employees have the opportunity to take courses on the **Eduhouse** training platform. The total time spent on Eduhouse training in 2025 was **2,191** hours.
- We have also created internal training paths, and in 2025, **nine (9)** employees participated in the year-long **Mepco Academy** program.
- In 2025, **2.16%** of working hours were spent on education.

> **As a growth company, we emphasize on-the-job learning. Competence is primarily developed through everyday tasks and hands-on experience.”**

HR SMART

17% of Integrata’s payroll experts have completed the **PHT qualifcation**. The PHT is a payroll specialist certifcation administered by **Tili-instituuttisäätiö**, which operates under **Taloushallintoliitto**, a Finnish association for fnancial management service providers. The qualifcation is a well-regarded demonstration of professional competence in the feld of fnancial and payroll administration. Integrata encourages employees to pursue the PHT qualifcation, covers all examination-related costs, and provides comprehensive and paid preparatory training for the exam. In addition, the working hours (20 hours) used for both the PHT exam and preparation for the exam are counted as paid working hours.

As a growth company, we emphasize on-the-job learning – at Integrata, competence is primarily developed through everyday tasks and hands-on experience. We invest in onboarding: in addition to general induction; each new employee undergoes Integrata skills training to support their own work management skills. In addition, all new employees are supported by dedicated onboarding mentors who help them integrate into the Integrata community.

Recognizing a change in business needs, Integrata has focused its skills development in areas like technology and automation, competence mapping, big-picture thinking, and in-depth industry expertise. An artifcial intelligence training program implemented in 2025 enhanced employees’ capabilities to leverage AI in both daily work and client engagements. Learning on the service platform was supported by continuous onboarding, and task management clinics launched at the end of the year strengthened shared operating models.

Our team leads (supervisors) receive continuous training in managing both their own and their team members’ competence and learning. In addition to the training content available to everyone, team leads engage in monthly sessions focused on shared learning. Training programs focused on change management and change capability were offered to team leads and all personnel, strengthening organizational resilience and readiness for leading change. We also offer open internal briefngs on current topics and regularly host

optional morning sessions, study groups, and webinars on a range of themes. The themes of 2025 included brain ergonomics, artifcial intelligence, customer service, and multi-service customers. Learning is also supported by versatile digital learning platforms that feature both partner-provided and inhouse learning content.

In 2025, Integrata continued to share its expertise and pioneering insights with its customers and other stakeholders. Over the course of the year, we held **nine** expert webinars/podcasts/customer briefngs and **seven** customer events, and Integrata experts published a total of **29** expert blog posts. In addition, our experts were invited to speak at a total of **23** different events and participated in **seven** industry stakeholder events.

46
EVENTS FOCUSED ON EXPERTISE AND SUSTAINABILITY
2025

12 040 h
DEVELOPING CUSTOMERS’ HR AND PAYROLL PROCESSES
2025

Integrata’s Expertise and Sustainability Highlights in 2025

- Customer events organized: **7**
- Own webinars/podcasts/briefngs: **9**
- Public speeches by experts: **23**
- Experts’ blog posts: **29**
- Industry events attended as experts: **7**

In addition, our experts dedicated over **12,040** hours in 2025 to developing our customers’ HR and payroll processes.

> In 2025, Integrata donated a total of €8,325 to 23 charities."

2.9 // Decent work, societal wellbeing, and economic growth

Financial responsibility means managing proftability and competitiveness. Only by being fnancially viable can we uphold our commitments as a sustainable company, an excellent employer, and a reliable partner.We are growing proftably, both fnancially and from a human perspective. This allows us to create sustainable jobs and economic growth, as well as a corporate culture that we hope will have a positive impact on the entire industry. Integrata has been a growth company since it was established in 2008. In accordance with our strategy, which was refined in 2024, growth will be primarily driven by internationalization and technological development. Integrata is fnancially stable and invests in technological innovations (**Integrata® Service Platform** and **Integrata® AI**) that create value for society as a whole. Personnel play a signifcant role in generating results. Integrata employees are able to infuence the effciency, competence, and fnancial performance of the companies. Every employee is offered the opportunity to receive a share of Integrata's fnancial growth: those interested can participate in employee ownership, and Integrata also has a performance-based bonus model wherein part of Integrata's proft is distributed to personnel (*see also section 2.5 Remuneration (S1-10)*). Integrata employees now also have the opportunity to transfer their performance bonuses into a personnel fund. In 2025, **66%** of Integrata employees transferred at least part of their bonus to the fund.

As part of its commitment to social responsibility, Integrata has supported charitable causes it considers important through annual monetary donations since its establishment. In 2025, Integrata donated a total of **€8,325** to **23** charities. These contributions extend beyond the corporate level:

- Employee milestones are celebrated with non-material gestures or by making a charitable donation to a cause of the employee's choice
- Upon departure, the company thanks the outgoing employee by making a charitable donation in their name to a cause of their choice
- Any donations related to customer relationships and partnerships, such as awards and Christmas gifts, are fully directed to charitable causes
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Integrata also contributes to social responsibility by training new experts for the industry through its various programs. "Integratan Palkkatulokaskoulu", an adult training program conducted from 2022 to 2024, was aimed at those interested in specialist payroll roles that combine payroll processing and HR technology. As the operating environment changed, the program was renewed into a Trainee model, focusing on higher education students and the development of technology-oriented skills during their studies.

By 2025, Integrata had trained a total of **31** professionals, of whom **28** graduated and **22** were employed by Integrata.

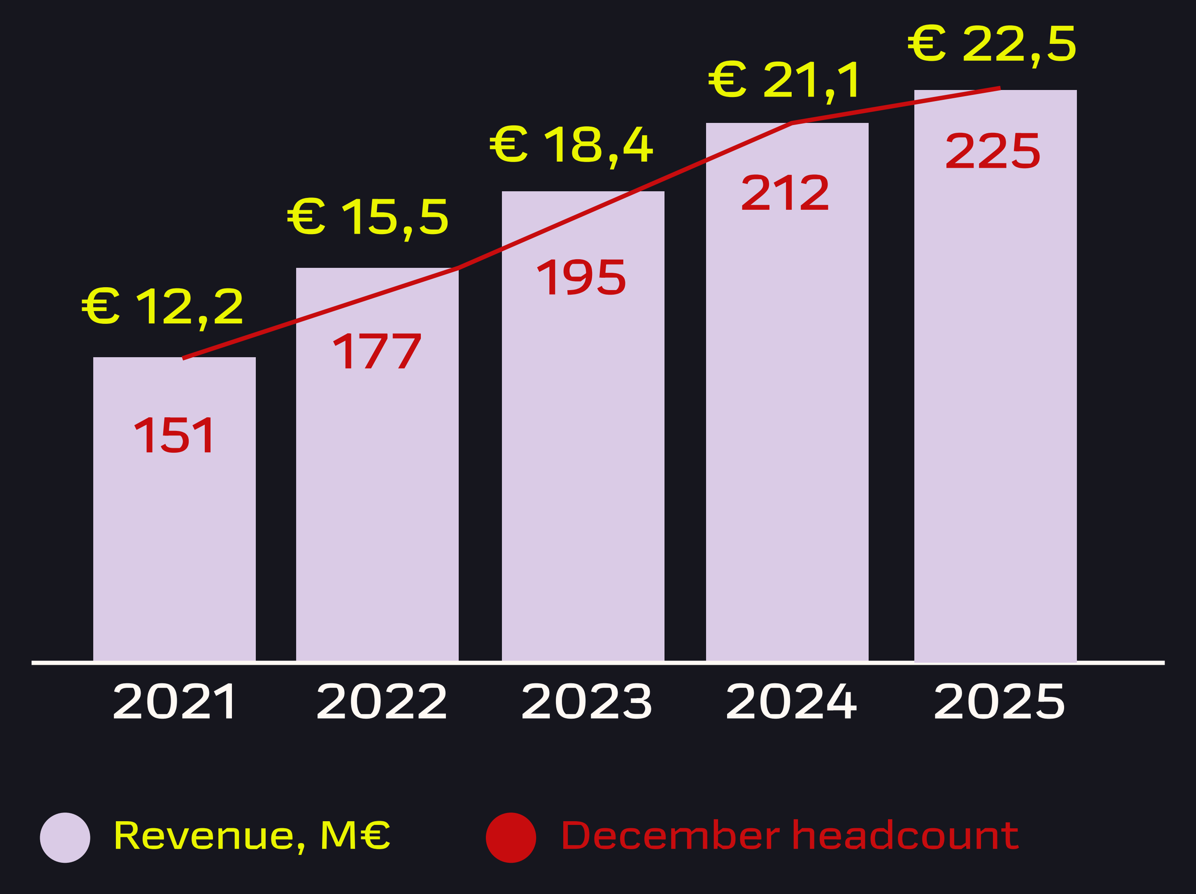
31

NEW PROFESSIONALS TRAINED BY 2025

22

GRADUATES HIRED INTO PERMANENT ROLES AT INTEGRATA

Number of employees, employment relationships, and financial growth at Integrata in 2025



- Stability of employment relationships permanent vs. fxed-term **215/6** (2025), full-time vs. part-time **201/19** (2025)
- Parent company's operating proft: **10,3%**
- Employee turnover, exits: **9,5%**
- Employee turnover, hires: **17,2%**
- A total of **31** new professionals had been trained by 2025
- **22** of the trained participants secured permanent positions at Integrata.

HR SMART

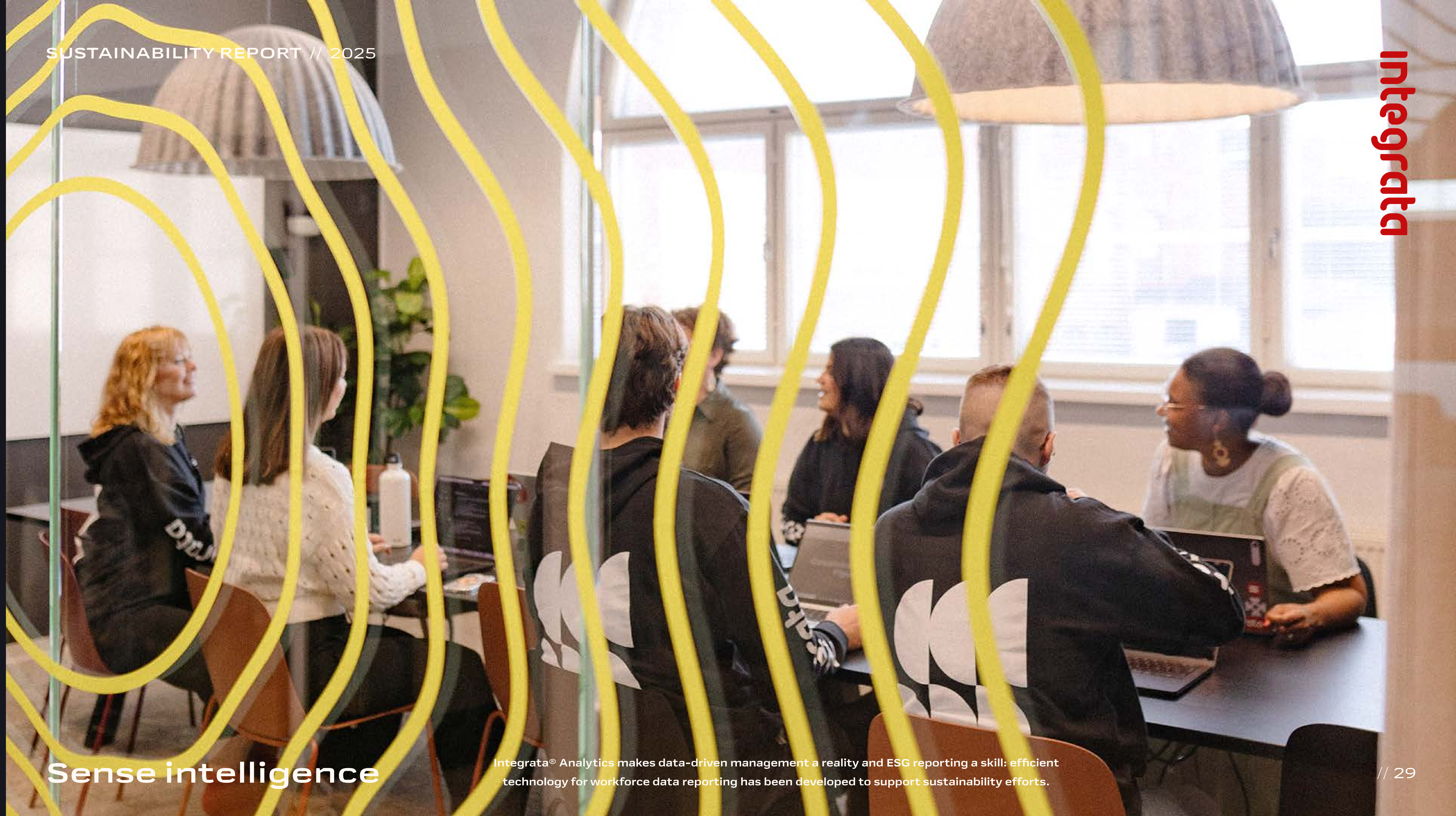
> **Integrata® Analytics makes it easier for customer organizations to strive for a more equal, diverse, and fair work community."**

Integrata® Analytics

Integrata offers its customers an Analytics service which also includes an ESG reporting service focused on the customers' own personnel (*S1*). In 2025, revenue from the **Integrata® Analytics** service grew by 46%. The service makes it easier for customer organizations to strive for a more equal, diverse, and fair work community.

Integrata's social handprint is also visible to customers of the HR and payroll management systems offered by the company, as well as in the automation and integration solutions developed alongside them, which reduce manual work and human errors through software robots, among other things. This is refected in our customers' business as follows:

- Effcient payroll and HR processes improve our customers' fnancial performance
- Scalable HR systems enable our customers to grow without increasing administrative work
- Data-driven HR helps our customers make fnancially sustainable decisions, for example in the optimization of human resources.



Integrata® Analytics makes data-driven management a reality and ESG reporting a skill: efficient technology for workforce data reporting has been developed to support sustainability efforts.

02 Environmental sustainability

Integrata is committed to the fght against climate change and the preservation of biodiversity. Our goal is to minimize the environmental impacts of our operations and to be aware of the emissions caused by our operations so that we can make a difference.

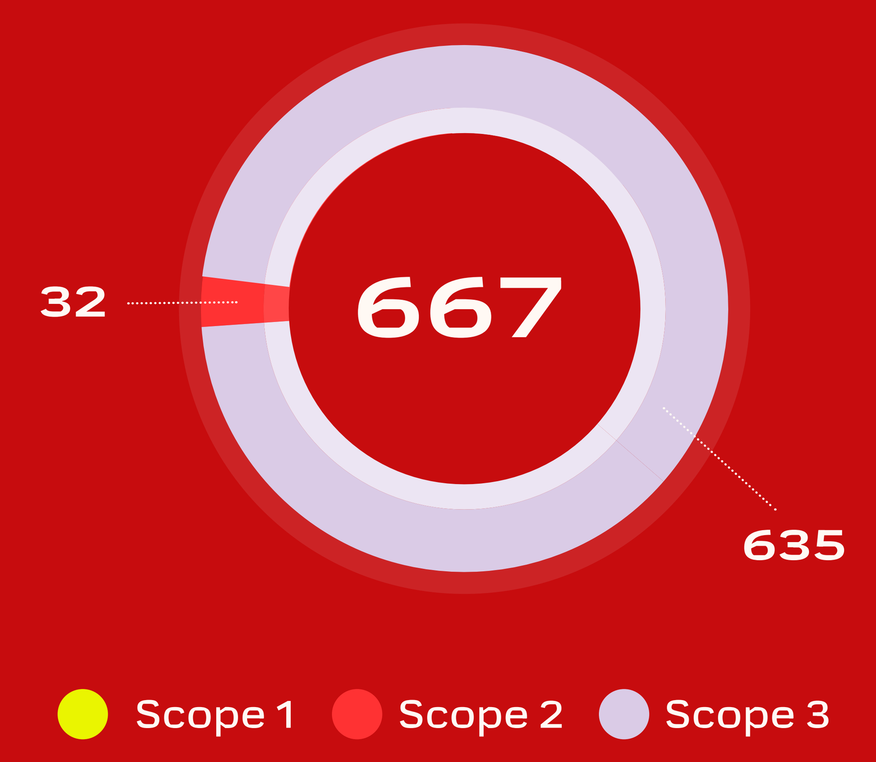
In 2025, Integrata committed to implementing the **ISO 14001** environmental management system as part of the systematic development of its environmental sustainability. Preparatory work has been initiated, and the necessary practices will be developed gradually. The implementation includes identifying the key environmental impacts of our operations and defning associated goals, indicators, and measures. Key focus areas include optimizing energy consumption, improving the environmental effciency of digital services, and adopting responsible procurement practices. Building the environmental management system supports Integrata's strategy of developing sustainable digital solutions and helping customers reduce their own environmental footprint. At the same time, it enhances operational transparency and ensures that environmental aspects are increasingly integrated into decision-making.Integrata is progressing towards certifcation in a planned manner, with the goal of obtaining ISO 14001 certifcation in 2026.

3.1 // Carbon footprint

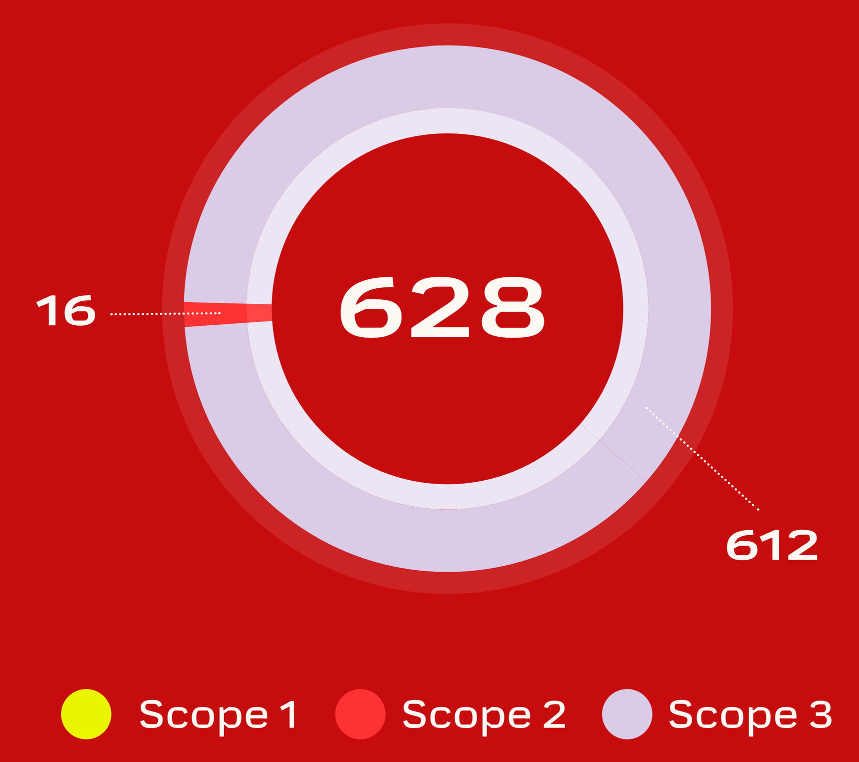
In 2025, Integrata's carbon footprint amounted to 628 tCO_2 e. Integrata's carbon footprint has been calculated since 2021 in accordance with the international **Greenhouse Gas Protocol (GHG)** standard. In 2021–2023, Scope 1 and 2 emissions and a small share of Scope 3 emissions were included in the calculation. The calculation has been developed annually with the aim of continuously improving coverage and accuracy. In 2024, the carbon footprint calculation was expanded to cover our entire value chain, including all indirect (Scope 3) emissions. At the same time, the calculation was automated, which improved the quality, timeliness, and transparency of the data. Additionally, starting from 2024, Scope 1, Scope 2, and Scope 3 emissions were clearly separated from each other. Integrata has been committed to achieving carbon neutrality in Scope 1 and Scope 2 emissions since 2024.

Integrata's Greenhouse Gas Emissions tCO_2-eq 2024–2025

2024 tCO_2-eq



2025 tCO_2-eq



> The new model is based on comprehensive and up-to-date financial data, allowing for a more accurate overall picture of emissions and introducing carbon intensity tracking as a new metric."

To promote this goal, Integrata has been implementing an emissions reduction plan since 2022. This has helped us reduce our emissions each year. We acknowledge that our ability to infuence Scope 3 emissions is limited, as they largely depend on external factors such as supply chains and infrastructure. The carbon footprint for 2021–2023 was largely based on actual consumption data, supplemented by estimates when precise data was not available. The Scope 3 assessment covered business travel, waste management, offce furniture, and work equipment, while events and purchased services were excluded due to data unreliability.
In 2024, Integrata updated its carbon footprint calculation method, and the calculation was carried out for the first time using our partner Carbonlink's automated carbon footprint calculator. The new model is based on comprehensive and up-to-date financial data, allowing for a more accurate overall picture of emissions and introducing carbon intensity tracking as a new metric.

For carbon intensity, the year 2024 serves as a baseline for a new, more accurate monitoring method. Since the calculations from previous years did not cover the entire value chain and were not based on equally comprehensive data, comparisons with 2024 mainly refect the expansion and refnement of the calculation methodology. This means that any variation in carbon intensity is not explained solely by improvements in operational emissions effciency, but also by signifcantly improved data coverage and calculation methods. In 2024, the carbon intensity was **CO2e/€ 0.06 kg/E** and decreased to **CO2e/€ 0.03 kg/E** in 2025. The change is the result of further refned calculations and also indicates that emissions grew more slowly than business, refecting improved effciency. This is typical for a technology-oriented company in a growth phase, particularly in relation to Scope 3 emissions. Overall, the development is moderate, and emission effciency has remained relatively stable despite continued growth. Due to the change in the calculation method, the results for 2024–2025 are not fully comparable with the manually compiled results from previous years. Nevertheless, the new calculation model will provide a more reliable basis for monitoring both total emissions and carbon intensity in the future.

2025 carbon footprint by scope

- Carbon intensity = **CO_2e/€ 0,03 kg/€**
- Scope 1 = **0**
- Scope 2 = **15 477 kg**
- Scope 3 = **612 622 kg.**

The emissions reduction plan separately outlines targets and measures for energy, travel, waste, and procurement. The plan also considers the impact of corporate culture on the promotion of environmental issues.

By fostering a sustainable corporate culture in day-to-day operations, we promote increased sustainability and the adoption of sustainable practices, including in terms of environmental sustainability. Examples of this include Integrata's internal second-hand marketplace, favoring plant-based meals at communal events, promoting train travel for business purposes, recycling tools, and opting for carbon-neutral offce spaces.

The remaining Scope 1 and Scope 2 emissions that cannot be reduced are offset by Integrata in collaboration with a responsible partner to achieve its carbon neutrality target. Offsetting was implemented for the frst time for 2024 emissions and will continue on an annual basis.

Integrata's carbon offsetting partner is Carboreal, which carries out climate compensation through reforestation projects in Finland.

Scope 3 supply chain

We updated our emissions reduction plan in 2025 based on the refned Scope 3 emission calculation. The new calculation takes into account the emissions from our partners and supply chain in more detail, particularly in relation to cloud service consumption, which enables more accurate planning and monitoring of emissions reduction measures.

"The new calculation takes into account the emissions from our partners and supply chain in more detail, particularly in relation to cloud service consumption, which enables more accurate planning and monitoring of emissions reduction measures."

PARTNERS
- Our objective is to understand the emissions of our partners
- We assess the energy consumption and emissions profile of our stakeholders' data centres.

REPORTING AND TRANSPARENCY
- Our objective is to improve reporting and increase transparency
- We collect emissions reports on data centre energy consumption
- We report Scope 3 emissions, including emissions from our supply chain.

SUSTAINABLE PARTNERS
- Our objective is to promote sustainability in new partnerships
- We prioritise responsible partners and assess sustainability before entering into new partnerships.

3.2 // Transition plan for climate change mitigation (E1-1)

Integrata is committed to gradually reducing the greenhouse gas emissions from its own operations in line with its carbon neutrality goal. Our goal is to reduce Scope 1 and 2 emissions annually and to improve our operating methods in a way that minimizes Scope 3 emissions across our supply chain and digital services.

We monitor the implementation of our transition plan annually and update our targets in line with the EU's climate goals and best practices.

3.3 // Greenhouse gas emission reduction targets (E1-2)

Integrata has set a target to reduce its Scope 1 and Scope 2 emissions by 50% by 2030 (from the 2022 baseline).

This target is promoted through concrete measures such as improving energy effciency, increasing the use of renewable energy, and favoring low-emission mobility solutions.

With regard to Scope 3 emissions, we focus on continuous improvement, particularly through procurement and the supply chain. This includes strengthening collaboration with suppliers, considering sustainability criteria in procurement, and improving the transparency of emissions data.

Our targets support the EU's climate neutrality target for 2050 and align with the 1.5°C target of the Paris Agreement.

integrata

3.4 // Emission reduction plan Scope 1 and Scope 2

CORPORATE CULTURE AND LEADERSHIP
- Our objective is to integrate sustainability as a strategic part of our corporate culture
- Include sustainability as part of the general onboarding process
- Increase the visibility of sustainability as part of our strategy through various initiatives
- Integrate sustainability into the Manifest and the calculation method.

ENERGY
- Our objective is to reduce energy consumption and increase the use of renewable energy
- Provide guidance and review the efficiency of our own operations
- Maintain an ongoing dialogue with property owners on energy efficiency measures
- Include renewable energy requirements in future lease agreements
- Prioritise carbon-neutral office premises in the future.

PROCUREMENT
- Our objective is to strengthen resource-wise procurement and circular economy thinking
- Conduct a thorought needs assessment before every purchase
- Procure pre-owned equipment and recycle all items whenever possbile
- Identify and prioritise environmentally friendly products in procurement and communicate this to our partners.

WASTE
- Our objective is to minimise waste and maximise the recycling rate
- Focus on waste prevention and recycling.

BUSINESS TRAVEL
- Our objective is to maintain our current travel and office policy
- Rail travel is encouraged over private car and air travel
- Locate offices close to well-connected public transport.

04 Good governance

At the heart of Integrata's corporate culture lies employer responsibility and a strong commitment to employee wellbeing. We strive for ethical and sustainable business operations and aim for maximum transparency with all our stakeholders. We choose partners and suppliers who share our values and adhere to similar principles of ethical business conduct. This makes us a reliable business partner.

In addition to our commitment to ethical operations, Integrata aims to develop good governance practices that support both Integrata's and its customers' operations.

4.1 // Whistleblowing

Integrata encourages its employees and stakeholders to raise any observed ethical concerns and requires any illegal activities to be reported. The company's culture of open communication supports this principle. Integrata has an anonymous and statutory whistleblowing channel, which is also accessible to external stakeholders via the company's website. Through this channel, personnel and stakeholders can report any observed misconduct without fear of negative consequences. In 2025, we did not receive any whistleblowing reports.

4.2 // Prevention and detection of corruption and bribery (G1-3)

In 2024, Integrata introduced an anti-corruption and bribery policy for its staff, and by the end of the year, **99%** of employees had completed the mandatory training on the subject. The policy prohibits all forms of corruption and bribery. In 2025, **90%** of personnel retook the training. We also introduced separate training on anti-money laundering obligations, which was completed by **100%** of Integrata's employees in 2024. By the end of 2025, **92%** of Integrata's employees had reviewed the course content.

4.3 // Assessment of business practices (G1-2)

In 2025, Integrata created ethical guidelines for its partners and suppliers to strengthen and ensure ethical conduct throughout its value chain. At the end of 2025, discussions were initiated with key suppliers regarding their commitment to the established Integrata guidelines.

4.4 // Risk management measures

Due to the nature of Integrata's business, cybersecurity (see section 5. Cybersecurity) and risk management measures related to data protection are at the core of our risk management, and have been systematically developed over several years. In 2025, we further enhanced our risk management work related to other risk areas. We established a comprehensive risk management policy for Integrata, outlining the objectives, processes, the company's risk model, and practices for identifying and assessing risks. Furthermore, we introduced a separate risk management system for maintaining a risk register, conducting annual risk assessments, and monitoring the implementation of agreed risk management measures.

In addition to cybersecurity, the following sustainability risks have been identifed:

Environment

- Indirect Scope 3 emissions (our partners' cloud services)
- Increase in Scope 3 emissions due to internationalization and growth
- Social risks
- Talent shortage: Integrata's employee turnover is low, but we need new talent for growth and internationalization
- Competence in information security and the processing of personal data.

Governance

- Data breaches and system failures
- Adequacy of sustainability expertise.

The standards strengthen and validate the quality of Integrata's operations and risk management, both internally and for our customers.

"We choose partners and suppliers who share our values and adhere to similar principles of ethical business conduct.

Sense intelligence

We adhere to high standards of information security, data protection and risk management to ensure a reliable and cyber-secure service environment for our customers.

05 Cybersecurity and risk management

Information security is at the core of our operations, and it is reinforced by an **ISO 27001**-certifed information security management system and the industry-recognized **ISAE 3402 (Type II)** audit for payroll services. We adhere to high standards in information security, data protection, and risk management to ensure a reliable and cybersecure service environment for our customers. Our public information security policy, privacy statements, and a list of our personal data sub-processors are available on our website integrata.com.

Integrata was originally awarded the ISO 27001 information security certifcation in October 2021. In 2025, a follow-up audit of the certifcation was conducted by **Kiwa Sertifointi Oy** on 25–27 August. The audit revealed no deviations. Additionally, we continued our preparations for **ISO 27701** certifcation. The latest version of the personal data management system standard, **ISO/IEC 27701:2025**, was published in October 2025. In 2026, we will move forward with the certifcation process.

In 2025, the design, implementation, and operating effciency of Integrata's ISAE 3402 (Type II) controls were assessed for the period from 1 November 2024 to 31 October 2025. No deviations were identifed in the audit. **BDO** issued the ISAE 3402 Type 2 report to Integrata on December 3, 2025. In 2025, **96.3%** of employees participated in annual information security and data protection training.

All new employees are introduced to information security and sustainability at the start of their employment as part of the onboarding process. These standards promote and validate the quality of Integrata's operations and risk management, both internally and externally.

5.1 // Improving data protection – preparing for ISO 27701 standardization

Integrata acts as a personal data processor for the majority of its customers. It is therefore essential that all of our operations process customers' personal data carefully and lawfully. Our operations are infuenced by several EU and national legal frameworks, as well as political decisions that regulate both our customers' and Integrata's operations.

> The ISO 27001 standard helps protect Integrata's information assets. ISAE 3402 (Type II)-certification demonstrates that Integrata's payroll processes and internal controls meet the highest international standards"

5.2. // Continuous development of the information security management system (ISO 27001) (since 2021)

Integrata maintains a risk register that includes business risks plus risks that Integrata's operations may pose to people, the environment, and society. The most signifcant identifed risk to Integrata's business relates to cybersecurity. Information security risks are assessed and monitored by Integrata's information security manager.

Integrata also sees signifcant business opportunities and takes social responsibility in the development of its customers' data protection and information security. The sustainability risks of Integrata's information security are continuously assessed as part of the organization's cybersecurity and risk management. Integrata's business is largely based on the trust of its customers, partners, employees, and other stakeholders. Information security is central to maintaining this trust. The confdentiality, integrity, and availability of data in all its forms are important for Integrata's continued operation and good governance. It is therefore important to make every effort to ensure that information security is effective and aligned with both business objectives and all applicable laws and regulations.

The company continuously develops its **ISO 27001**-certifed information security management system and fosters a culture where employees actively integrate security into their daily operations and responsibilities. Security is everyone's responsibility. The ISO 27001 standard helps protect Integrata's information assets by specifying the requirements for the implementation, maintenance, and continuous development of the information security management system. The certifcation is audited annually.

We maintain our personnel's data protection and information security expertise through regular training and ongoing automated training on the topic of phishing.

We require a high level of diligence in processing data related to both our customers and Integrata.

The importance of data protection and information security is taken into account in all our operations and in the development of services.

We also take AI security into account: The data sources used by **Integrata® Service Platform**'s built-in AI assistant (**Integrata® AI**) are compiled in a controlled manner from customer-specifc HR and payroll administration data, which ensures their accuracy and security. The app's AI uses only customerspecifc data in its responses. Data protection is built into the application, the data lifecycle is clearly defned, and all data is stored within the EU.

Integrata contributes to cybersecurity by providing reliable systems, promoting secure practices, and improving customers' cybersecurity awareness, as illustrated by the following:

- Integrata ensures that data transfers between different HR and payroll systems are protected and compliant with the EU GDPR
- Integrata actively works to improve its customers' information security by providing its experts with information security training and guidelines.

ISO 27001
INFORMATION SECURITY CERTIFICATION

ISAE 3402
(TYPE II) CERTIFICATION

5.3 // ISAE 3402 (Type II) certifcation

Integrata is certifed under **ISAE 3402 (Type II)**, with the latest audit conducted in 2025. The certifcation demonstrates that Integrata's payroll processes and internal controls meet the highest international standards. The International Standard on Assurance Engagements (ISAE 3402) standard is specifcally designed for outsourced service providers to ensure the reliability of service processes, risk management, and secure data processing. It is based on a business risk assessment that identifes critical processes and their phases. Controls applied to these processes ensure effective risk management and, subsequently, the quality of the service.

This assurance provides our customers with confdence in HR and payroll administration processes. Integrata was audited with the ISAE 3402 Type II assurance report, which assesses the functionality and effectiveness of controls over a longer timeframe, providing a more comprehensive picture of the reliability and continuous functionality of processes. **ISAE 3402** demonstrates Integrata's commitment to risk management, information security, and process improvement in critical and sensitive tasks such as payroll management.

Customers can rely on the transparency and security of our services.

Concluding remarks

Integrata continues to actively work towards a more sustainable and responsible future.

In 2025, we developed our operations in several areas. In line with our values, we focused on employee wellbeing and responsibility, and made signifcant investments in building a more sustainable and international business.

We are aware that our journey is ongoing – and we still have a lot of work to do. We will continue to promote a sustainable business culture that has a positive impact on the environment, our community, and society as a whole.

Contact person for questions regarding Integrata's sustainability report

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Additional information
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SUSTAINABILITY REPORT // 2025