EFICODE SUSTAINABILITY REPORT

The highlights from the Eficode Responsibility Program

Financial year 2022 - 2023

Foreword

This report will take you on a sustainability journey with Eficode for the financial year (FY) 2022-2023. We've prepared this report to give an overview of our past and ongoing sustainability initiatives and achievements. Bringing this report to our readers is also our way of celebrating our colleagues who make these impactful contributions. Behind every initiative presented in this report are the Eficodeans who invested themselves in developing inclusiveness and equality, supporting digital education, and promoting greener business operations.

Thank you for joining us on this journey!

We welcome all comments, questions, and suggestions via the "Contact Us" form on our sustainability page.

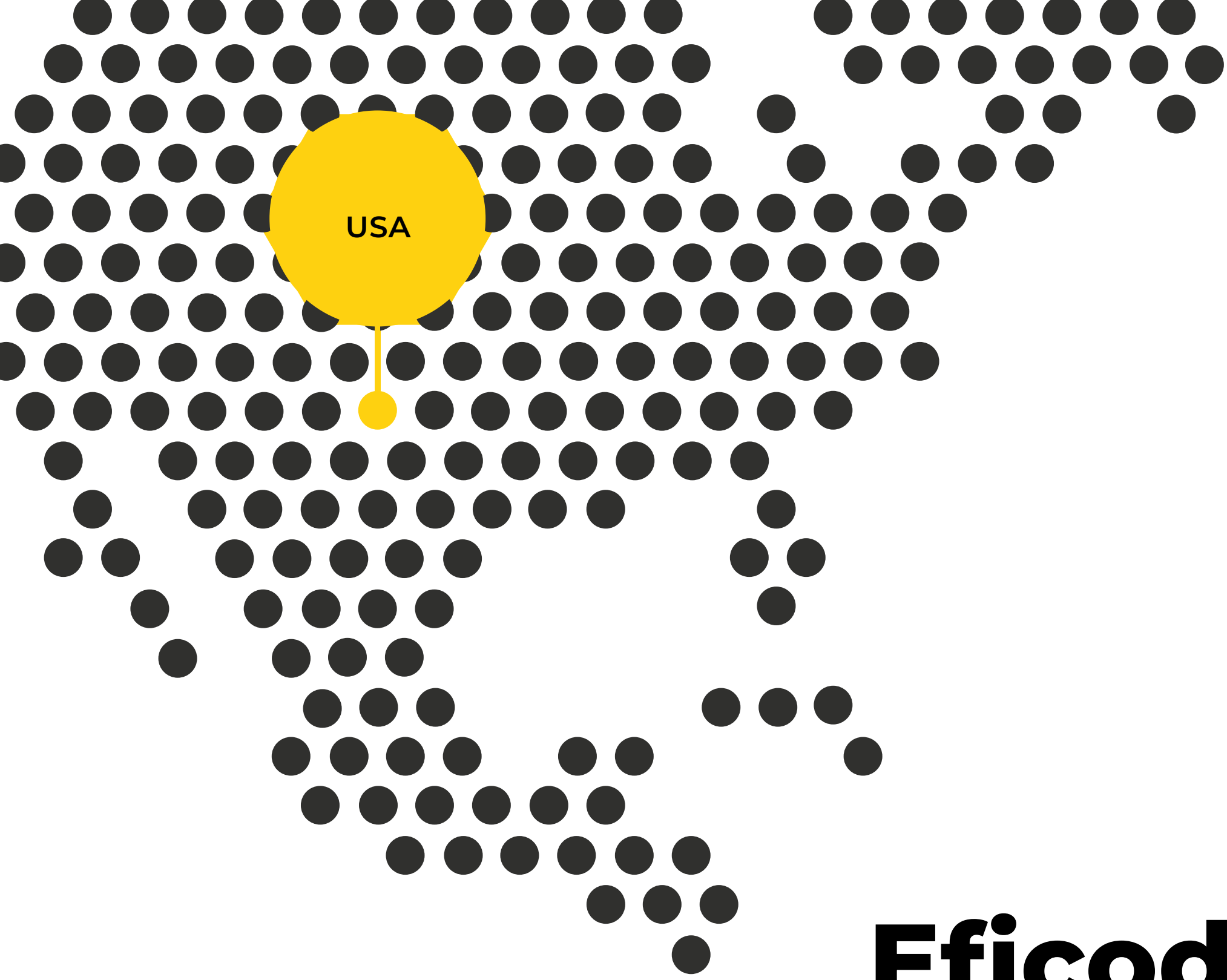**Anna Zhuravleva**
Member of the Eficode ESG Committee

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Eficode as a Company

Founded in 2005, Eficode has been in the software business for over 18 years. Today, Eficode Group has expanded from Finland and the Nordics to other European countries and the Anglosphere (the United Kingdom and the United States). Eficode empowers its clients with solutions and services for modern software development.

USA

Finland

Norway

Sweden

UK

Denmark

The Netherlands

Poland

Germany

Switzerland

As a company, we believe in positive change through software. Our primary competencies impact the digital environment by making it more connected, automated, and accessible to everyone. Building long-lasting relationships with our clients, encouraging learning, and employee diversity are the cornerstones of our values.

We want to change the world

We believe in change through software. When we share our knowledge, we make an impact - creating a more connected, automated, and delightful world.

We take pride in results

Our experience and expertise moves our customers forward. By helping them deliver value, we create long - lasting, successful relationships.

We learn every day

Continuous learning is our source of innovation. We face the world with curiosity and courage, and apply new practices and technologies to advance ourselves and our customers.

We complete each other

We believe in being who we are. In a world that is diverse and complex, we can make our differences our differentiators. By working together, we amplify our strengths.

Eficode Responsibility program: Our focus areas

All of our sustainability initiatives fall under the umbrella of four focus areas, which we carefully selected by analyzing the significance and priority of different sustainability-related topics among the company's stakeholders.
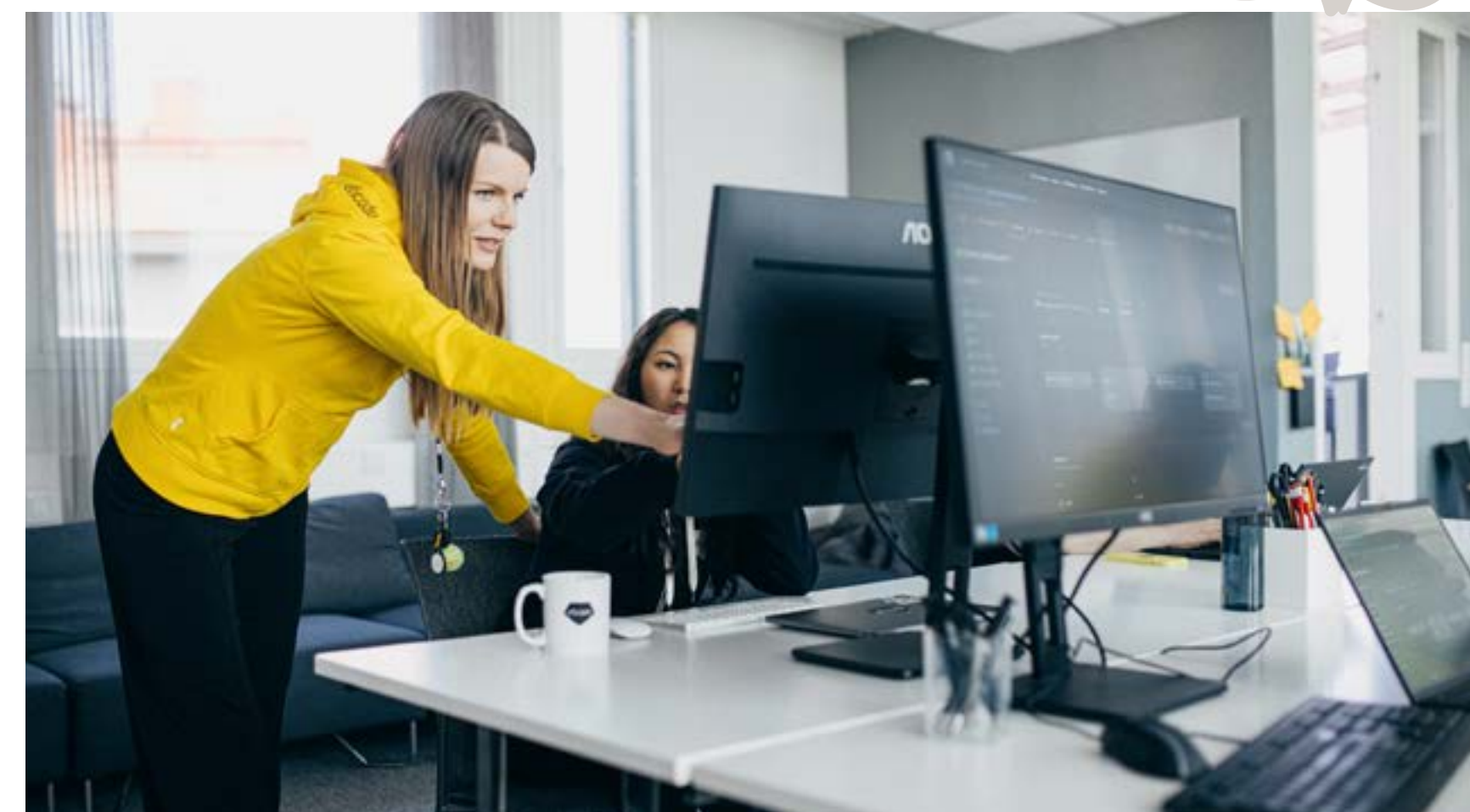
Following our focus areas, we organized this report into four main sections. For each section, we've prepared an overview of global and local initiatives. First, we'll share the work we do to promote equal opportunities for our Eficodeans and wider communities. Second, we'll present our efforts to support digital education and future generations of software development professionals. Afterwards, we'll share our vision of how our business impacts the world around us through socially meaningful digital advancements (digital impact). Finally, we'll give an overview of the environmentally-friendly choices we make to reduce our company's environmental impact.

Equal opportunities: An overview

Eficode is a workplace with over 540 talents across 10 countries. Our offices are located in the Nordics (Finland, Sweden, Norway, and Denmark), in Europe (Germany, Netherlands, Switzerland, and Poland), and in the Anglosphere (UK and USA). We refer to our employees as Eficodeans, and you can often spot them in bright yellow Eficode-branded hoodies.

To provide opportunities for career development and personal growth, we work with each Eficodean individually–regardless of their role and career aspirations. All Eficodeans have the possibility of tailoring their development plans twice a year and discussing them with a direct manager. These development-focused one-to-one discussions, also referred to as Personal Development Talks (PDTs), allow

Eficodeans to express their needs as well as get and give feedback. During these sessions, Eficodeans can plan the resources, targets, and milestones needed for upscaling their professional competencies. For example, if a junior team member aspires to become a team leader, Eficode will support this person through an individual development plan that builds on their skills.

Beyond the individual development sessions, Eficode also promotes equal opportunities for development growth by offering training and seminars open to all employees. Along with career growth, we also emphasize the importance of well-being, hosting seminars on the group level that cover topics on mental health, interpersonal skills, and conflict management. For example, a work psychologist joined our seminar series on mental health awareness and equipped Eficodeans with tools to reduce work-related stress and improve work-life balance.

Our corporate values emphasize that we want Eficodeans to be themselves in the workplace. We believe we can use our differences to amplify our strengths and have a zero-tolerance policy on harassment and inappropriate behavior.

Beyond that, we support Eficodeans in what matters the most to them through global and local family events, charity initiatives, and sports. These campaigns include "Bring Your Child to Work" and "Corporate Running Day (Yritysmaratooni in Finnish)."

Transforming workplace culture towards inclusivity and diversity

Our offices in the UK and US have invested significant efforts to cultivate inclusive workplace culture. One notably impactful practice adopted by these offices is a new training that empowers employees with knowledge and practical advice on the matters of equality, diversity and inclusion, and unconscious bias. In the last FY, 100% of Eficode employees in the UK and US offices completed this training course.

Eficode UK has partnered with the organization, Stonewall, which empowers other companies with advice and tools to attract, retain, and nurture the LGBTQ+ workforce. As part of the Diversity Champion Programme, we've been working on improving our existing diversity and inclusion policies and implementing new ones. This year, we also advertised our first open position on the Stonewall Proud Employers Job Board.

Stonewall DIVERSITY CHAMPION

Message from Brad Fryer,
DEI Champion at Eficode

Our current focus of setting up equitable and inclusive foundations through our policies, recruitment process, and staff training enables us to ensure that every employee has the opportunity to thrive, free of discrimination, from the moment they apply to one of our positions. Through our partnership with Stonewall, we have been supported in implementing more inclusive policies, supported by specialists, which has been invaluable. This work has led us to develop our Transitioning at the Workplace Policy, which addresses barriers that Trans individuals may face along their journey - setting out steps and support available whilst also providing guidance and education on the topic. I believe it is imperative that organizations address policies within their DEI journeys and ensure that marginalized groups are actively included in order to truly create a safe space. These first changes are some of many more exciting steps to follow as we continue to foster an environment where Diversity, Equity, and Inclusion are not just words on paper but tangible realities, ensuring that every individual, regardless of their background, can embark on a journey of success within our organization, free from discrimination or bias.

Opportunities for young talents in the software industry

Eficode promotes equal opportunities for development and growth among young talents making the first steps in their career. Within the past financial year, we opened the door to the software industry for 20 trainees in Finland and Poland and asked some of them to share how this opportunity impacted their career development.

Oleksii Medvedkov,
Eficode Poland Trainee

Starting at Eficode marked a critical moment in my IT journey. The warm reception and supportive team ignited my enthusiasm for DevOps. Right from the beginning, I got responsibilities, learning and evolving independently. The cooperative ambiance and abundance of shared expertise made each day a delight. Everyone is friendly, knowledgeable, and helpful, which allowed me to pick up many hard skills rapidly. Engaging with real projects featuring cutting-edge tech bestowed upon me priceless skills. I'm thrilled to persist in this odyssey as a DevOps Engineer!

Bushra Zafar,
Eficode Finland Trainee

It was a transformative experience for my professional journey. Industry projects and mentorship refined my skills and offered practical insights that extended beyond my theoretical knowledge. The structured learning environment provided a platform for personal and professional development, fostering creativity. Collaborating with seasoned professionals enriched my skill set and broadened my perspective on industry challenges. Networking opportunities allowed me to build lasting connections with colleagues. Overall, the program equipped me with the confidence and abilities to contribute meaningfully to the success of the company.

Aleksandra Korczynska,
Eficode Poland Trainee

I joined Eficode for a summer internship with no technical experience. I had only a scrap of technological and theoretical knowledge, brought from my work as an IT Recruiter. So, yes, I re-branded myself, and Eficode helped me with that by giving me tremendous support. Every morning I jumped on my bike and rushed to gain new knowledge. It wasn't always easy, but it was always interesting! I am very happy that I ended up at Eficode because, with super people, you can do a lot.

An Inspiration Academy that benefits female talent: Eficode UK

Our office in the United Kingdom (Eficode UK) recently joined the Stemazing community, which promotes diversity and inclusion by amplifying the voice of women in Science, Technology, and Engineering. As a result of this partnership, three Eficodeans joined the **Stemazing Inspiration Academy**, which is designed to engage with children between 7 - 9 years of age. First, Stemazing offers empowering training and workshops for their newly onboarded female partners from the companies. Then, these female talents act as young generation role models and deliver a 6-week learning program. Overall, the activities and experiments included in the program's sessions promote children's curiosity, creativity, and courage.

Message from Jade Webster,
Group Sustainability and Compliance Manager

Eficode has a mission to change software development with modern practices, technologies, and ideas. However, without a more diverse and inclusive workforce, we will miss out on the talent and ideas that are critical for inclusive innovation. While we are looking at ways we can increase diversity and inclusivity in our workforce today, we wanted to find a way we could contribute to the longer-term solution. We found a way by joining the Inspiration Academy. We are getting in front of children and breaking down stereotypes before they can take hold. Stemazing has provided us with a proven way to do just that and provide an engaging opportunity for our current female superstars!

Supporting digital education: Our DevOps Academy special

The DevOps Academy is an educational program that provides the next generation of software developers with the necessary skills to conquer the professional world. Joining the DevOps Academy is free for students and recent graduates from Computer Science and related disciplines who haven't found a full-time job position. The DevOps Academy has taken place since the year 2016 in Denmark and Finland, with over 1000 students having attended throughout the years.

The Academy's curriculum is designed to give intense instructor-led, hands-on training in tools like Git, Docker, and Kubernetes, as well as workshops in testing and problem-solving. We do our best to ensure the Academy is a fun way to learn these topics, which is why the essential parts of the agenda involve demos, hands-on exercises, and even LEGO games.

Message from Sofus Albertsen,
The DevOps Academy Headmaster

At our DevOps Academy, we teach students the skills needed to conquer the professional world. We provide them with knowledge of tools and techniques that are desperately needed in the IT sector. After the academy is over, they are able to go out and make a tangible difference at the companies they are employed.

The students who attended the DevOps Academy in Denmark or Helsinki emphasized that not only did they gain the technical skills they were looking for, but were also pleasantly surprised by the inspirational community-building aspects of the program. Here's what they had to say:

"

My learning from the DevOps Academy accelerates the velocity of future collaborative projects and helps me understand the solutions to the frustrations of the companies that I have talked to at networking events.

"

I only expected pipeline but got a lot more. Going to use it for every project I'm gonna create in the future.

"

I met people who were interested in DevOps, engaged with them in conversation, and worked together with them. I met experts of DevOps who can not only teach me material that is not available in the DevOps Handbook but also come with real-life experiences of DevOps transformations.
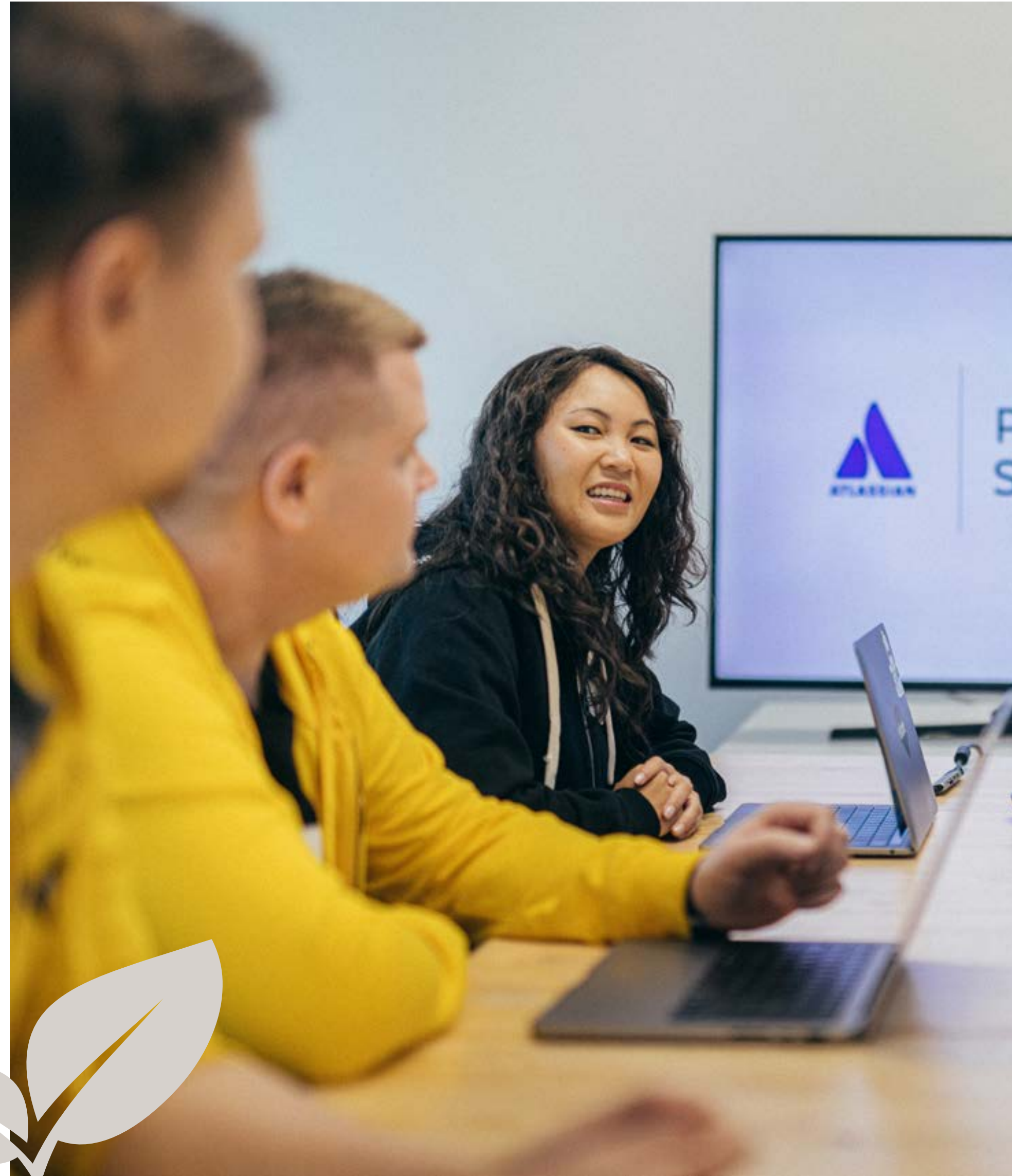
Student projects that hold a special place in Eficodeans' hearts

Eficode has an established tradition of collaborating with universities in the Helsinki metropolitan area.
The projects are voluntary for Eficodeans, and even if there are no obligations to join, we still have an active group of Eficodeans committed to running these projects yearly.

We see that these projects inspire students to continue their studies in software development and this experience also gives them the confidence to enter the job market after graduating from university. This unique opportunity not only allows Eficode to share the best industry knowledge, but we also value these connections for recruiting new colleagues.

Message from Juuso Tamminen, DevOps Consultant

I originally ended up working at Eficode through these projects, so they hold a special place in my heart. This year I've taken the responsibility of coordinating all of our student projects. I am not alone, and there's an active group of employees who want to lend a hand in running these endeavors.

During my previous projects, we produced a tool to support an existing production application and did a proof-of-concept (POC) of an internal tool. Working on the POC allowed us to see what kind of functionalities we need and what kind of problems we might run into. This year we successfully have recruited new talent via these cooperations. Two new Eficodeans and one summer intern joined our teams. This experience underlines how important it is to provide opportunities for new talent to prove themselves. On the other hand, it's also a way for us to give back to society and especially the education facilities that raise our new professionals.

Student project alumni and alumnae: Now Eficode employee

For software professionals already working in the industry (like our Eficodeans), sharing knowledge and best practices with students is a way of giving back to society. Collaborations like this also expose students to real business challenges and prepare them for teamwork in a company environment. Sometimes, these projects become a starting point for career development in the software industry. We asked our university project alumni who joined Eficode as a result of completing the project to share their experiences:

Pekka Prökkinen,
Junior DevOps Consultant and Project Alumni

I completed the project course with Eficode and the University of Helsinki in the Spring of 2023. Our mission was to solve the classic consultancy house problem: "I have a project, how to find suitable consultants with suitable tech stacks and suitable availability?". In other words: the Competency, Allocation, and Skill Tracker. Eficode has provided many interesting project proposals for students to implement and acted as a customer in them. For most of us (we had a team of seven), it was the first contact with the "real world" of software projects done in teams and following Scrum and other guidelines. We had two-week sprints. We rotated roles, so everyone could try out the role of Scrum Master, for example. I was mainly responsible for our CI/CD pipelines and other ops stuff. It apparently went quite well, as after the project, I found myself in the role of Summer Trainee at Eficode. During the summer, I deepened my skills with tools like Backstage and Kubernetes, and I think the course project influenced my career development quite well, as I'm currently working as a Junior DevOps Consultant.

Jaakko Iisala,
Junior (Atlassian) Consultant and Project Alumni

I participated in the Software production course at the University of Helsinki. The client my team ended up working with was Eficode. The product we created aimed to offer an answer to the problem of the most efficient pairing of consultants with clients. Creating a tool that has real business value definitely gave our team motivation and a sense of purpose, elevating the experience beyond a simple school project.

During the course, we were able to build a minimum viable product, and a bit more. As an added bonus, having Eficode as a partner, meant that our "client" actually could offer us some training in technologies such as Robot Framework. A couple of members of our team, myself included, even ended up joining Eficode after the project and have been happy Eficodeans since. All in all, working with Eficode as a student felt like a true privilege, and the same can be said about working here as an employee.

Digital impact:
Software that
makes a meaningful
difference

At Eficode, we firmly believe that changing the world is possible through software. The work we do as a software company brings its own contribution to resolving complex societal problems. We work on enhancing the accessibility of digital platforms with clients that execute societally vital tasks in the healthcare, education, and public sectors. To help our clients reach their carbon-neutral goals, we advise and assist them in transitioning to more environmentally friendly and resource-efficient infrastructure. We asked our teams to elaborate on how a dedication to sustainability principles can make an impact beyond a single software project:

Message from the Design & Research Team,
written by Maria Wan, Design & UX Team Lead

Eficode's design approach goes beyond visual and usable achievements. We take pride in bringing accessibility and inclusivity as part of our UX and UI design. We want to change the world by creating an equal society, where the usability of digital services is ensured to serve everyone. We empower our clients to develop products and services that tackle societal issues, from healthcare to environmental preservation and industrial development. Our designs aim to reduce energy consumption through efficient user interfaces. As one of the latest projects, our Design & Research team conducted a study on users of Luontolive (live streaming of animal life) to guide the users not only to look at the video but also to read data about the endangered animals. Eficode's dedication reflects a future-focused approach that aligns design with the greater good, making a meaningful difference in the world.

Message from the Managed Services Team, written
by Kristiina Lindholm, COO of Managed Services

In the Managed Services department, we aim at transitioning customers from their own data centers to utilizing colocation and cloud service data centers. Recently, we've undertaken a significant initiative to encourage our clients to join shared ecosystems such as Atlassian Cloud, aiming to minimize their environmental footprint. Over the past year, we've actively assisted our largest clients in planning their migration to the cloud by optimizing their resources. This involves actions like scaling down staging environments during off-hours, transitioning CI/CD workloads to more on-demand usage through cloud services, and removing unnecessary services. Importantly, we procure services from partners committed to carbon-neutral objectives, aligning with our sustainability goals. This strategic approach not only enhances operational efficiency but also contributes to a more environmentally responsible and resource-efficient infrastructure for our customers.

Eficode's commitment to security

Eficode Group is an ISO27001-certified company, and we have an established incident management process that details how all security-related incidents should be handled within the company globally. In FY 2022-2023, no major security incidents or breaches relating to customer or personal data occurred.

Our top management commitment to security helps Eficode to meet security-related objectives and ensures these matters are a top priority for the company. To comply with the security obligations of Eficode as a security-certified company, all Eficode employees and subcontractors are requested to complete mandatory security training on an annual basis. Additionally, all new Eficode employees must complete the training during the first weeks of working at Eficode. We work on spreading a positive security culture within our company and beyond, and reward action and vigilance around security among the employees. We acknowledge that security is vital for long-lasting customer relationships and building trust between stakeholders of all levels.

Message from Jussi Helminen, Security Manager and Data Protection Officer

Security is crucial for any business continuity. Without robust security processes and policies, we wouldn't be able to answer the needs of our valued customers and stakeholders. Security is also a cornerstone of our reputation as a trustworthy supplier and business partner.

Environmentally friendly choices: EcoVadis award for Eficode UK

Eficode is committed to reducing the environmental impact of our business operations. We want to raise awareness of sustainability issues and educate Eficodeans on specific terms and their background, such as carbon footprint. We also aim to highlight and reward the best practices from the local offices and scale them to achieve Eficode Group-wide impact.

We're proud to announce that Eficode UK is the first Eficode subsidiary to complete the EcoVadis sustainability assessment. Eficode UK demonstrated strong sustainability management performance and, as a result, was awarded an EcoVadis Silver medal. This award is given to the top 25% of companies that completed the assessment.

One of the many impactful practices adopted by the UK office is continuous learning on sustainability topics among Eficode employees. In Eficode UK (and also our USA office), we offer Environmental, Social, and Governance (ESG) online training to all employees as a standard (which is also part of our onboarding routine for new employees.) We also partnered with the external company, Greenr, to provide carbon literacy workshops to run competitions and gamify learning via the Greenr application.

Powering 300 fridges for a year: Recycling at Eficode Finland

An impactful practice adopted by Eficode Finland is a well-established device lifecycle management process, with our main goal being to reduce electronic waste creation in the first place.

We highly encourage the reuse of electronic devices and their rotation, for example, between leaving and new employees. Eficode Finland gives employees an opportunity to acquire non-leased devices in good working conditions for personal use after 3 years of service. To promote the reuse of electronic devices and offer the possibility of acquiring hardware for personal use, our IT department has also organized internal auctions.

The minimum duration of the use cycle for our electronic devices is at least three years. After that, Eficode will review the need to acquire replacements. To ensure the responsible disposal of used devices, our IT department partners with several certified recycling providers. The total number of processed units in the past FY was 75 end-of-use electronic devices. Of these units, around 32-37% were reused, and 63-68% were recycled (as reported by our recycling service provider.

Additionally, the IT team has purchased electric air dusters, which help reduce the amount of waste generated by single-use pressure air cans that prevent laptops from accumulating dust.

As a result, the carbon dioxide savings of 3234 kg CO2e corresponds to the energy needed for running over 300 refrigerators for a year.

Message from Reija Pekkinen, Eficode's IT Specialist:

Our IT team periodically reviews our hardware at the offices. Then, we order a pick-up for electronic waste.
Currently, this service is in use at the Finland offices (Helsinki and Tampere), with the potential to expand to other locations. During the past FY, we have recycled old laptops, server hardware, and monitors. Thanks to this initiative, we have offset approximately 3234 kg of CO_2e during this year.

Conclusion

Thank you for reading this sustainability report and our closing chapter for the sustainability journey in the financial year 2022-2023. The work we do on improving our sustainability performance never comes to an end, and we acknowledge the importance of continuous improvement, the need for courage to face the complexity of sustainability issues, and the wisdom in seeking solutions that make a tangible impact.

We would like to thank everyone involved with (and supporting) Eficode's sustainability initiatives.

If you have any questions, please use the Contact Us form on our Sustainability at Eficode page on our website. You can also reach out to our contacts at Eficode below:

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