



Digital Workforce

Sustainability Report 2024

Leading business process automation service company

Digital Workforce Services Corporation is one of the world’s leading providers of business process automation services and technology solutions.

Digital Workforce introduced the first digital workers to the market back in 2015. Now, in the era of generative AI, digital workers and AI agents have become the focus of discussion in all organizations. Knowledge work is changing faster than

ever, and every organization will have digital workers alongside people.

With Digital Workforce’s services and solutions, including Enterprise AI agents, customer organizations can transform knowledge work, save costs, accelerate digitalization, increase revenue, and improve customer experience and competitiveness.

More than 250 major customers worldwide use Digital Workforce’s services and technologies.

Founded in 2015, the company employs nearly 180 business automation professionals in the US, UK, Ireland, Northern and Central Europe.

Digital Workforce is listed on the Nasdaq First North Growth Market Finland. The company is headquartered in Helsinki.



Turnover in 2024:	Profitability 2024:
EUR 27,2 million	Adj. EBITDA €0.988 million
Number of staff:	Number of clients:
175 professionals	250 global clients

digitalworkforce.com

Relevance, innovation and responsibility guide our actions

At Digital Workforce, we want to profile ourselves strongly as a creator of meaningful automation and responsible AI. Our mission is to automate knowledge work processes, freeing up people's time for more valuable work. This is particularly evident in the healthcare sector, where our solutions enable our customers to free up the time of healthcare professionals to focus on patient care, thereby improving the quality of care and the lives of patients.

The year 2024 was particularly strong for us in social and health care in all our markets. Major healthcare customer

projects with new customers progressed well, and we grew our healthcare business and team of experts in the industry as planned. We helped several wellbeing services counties in Finland to break away from the old systems and achieve significant savings in a smart and sustainable way. In addition, we launched several solutions related to long processes, such as the automation of client payment decisions.

As an employer, we want to be a leading innovative company that not only offers its staff interesting jobs, but also meaningful work and possibility to learn. Competent staff

have always been and will always be a prerequisite for our success. That's why we want to keep up to date with how our staff are doing and how we can support their well-being at work. We regularly measure employee engagement and actively address the issues that arise.

Generative AI is revolutionizing the way knowledge work is done and will affect job descriptions, also within Digital Workforce. We have jumped to the forefront of utilizing this technology in our own work and supported our staff in learning new things and by offering the opportunity to utilize the best AI tools.

We launched the agentacademy.ai online service internally in December 2024. agentacademy.ai responds to the growing need of organizations to develop AI literacy and understanding of AI agents among their staff. Almost all Digital Workforce employees have completed academy courses.

Our entire business model is built around offering our customers the technology (or combination of technologies) that best suits their needs. We are constantly working to ensure that we can continue to proudly represent the world's leading technologies and meet their high standards of excellence and accountability. We ensure our competitiveness by training our experts and by being rigorous in our responsibilities in terms of security and privacy. In 2023, we extended our certification to ISO27001.

Unlike many in the industry, our business is based entirely on modern cloud services, with a much smaller environmental footprint than a traditional business model based on local servers. This also enables us to help our customers reduce their own environmental impact.

In the future, we want to be even stronger as a company whose values and culture are based on sustainability. It's not just about reducing our environmental footprint, but also about promoting a culture of responsibility, innovation and engagement. On this journey, we need to involve all our stakeholders, with whom we will continue to engage in a close dialogue to deepen our key sustainability themes.

In this report, we have summarized our sustainability performance in 2024, and in the coming years, we aim to further integrate sustainability into our business strategy and operations.

A warm thank you to our staff and our customers for your trust in 2024.



Jussi Vasama
Chief Executive Officer
Digital Workforce Services Plc

Automation of processes to help customers

Digital Workforce is one of the world’s leading service companies specializing in process automation, AI Agents, Robotic Process Automation (RPA) and intelligent automation, measured by revenue, service offering, customer references and employee numbers.

We help our customers achieve new levels of business value and automate their business processes and knowledge work tasks. This enables our client organizations to save costs, accelerate digitalization, increase revenue, improve customer experience and competitiveness. We offer our customers an industry-leading suite of services and solutions that combine expert services, leading technologies and ongoing maintenance and support services.

Our Outsmart offering includes business process automation identification, process development and automation design, automation solution delivery, and ongoing solution operation, support and maintenance using our cloud platform.

We provide services and solutions to a wide range of customers in a variety of industries, including banking and insurance, healthcare and social care, manufacturing, and logistics. Our clients are typically large organizations in the private and public sectors, with large and complex operations to manage, and where there is a significant need for or pace of operational change. Our services are divided into ongoing services and expert services. Continuous services account for more than 60% of our turnover, ensuring business continuity in the face of short-term fluctuations in demand.

We use leading technologies such as artificial intelligence (AI), Robotic Process Automation (RPA), Intelligent Document Processing, and business process management, automation, and orchestration technologies to deliver our services.

outsmart - at the heart of the strategy

Digital Workforce’s strategy focuses on profitable growth. The company’s main strategic geographic markets are the Nordic countries, the United States, and the United Kingdom. The selected strategic focus areas are healthcare and banking and insurance.

Outmart’s approach is holistic and technology-agnostic. By combining different technologies and easy management, our customers can manage and automate complex knowledge work processes that can take years and cut across different functions. An excellent example of this is our multi-year Cancer Care Follow-up Automation and Management (CFAM) solution, which is priced per patient instead of per technology and per job.

We announced a refinement of our strategy execution in the end of 2024:

The cornerstones of strategy execution towards the end of the strategy period are:

1. Revolutionize the way large organizations do knowledge work: We are expanding our continuous services business and Outsmart automation platform with Enterprise AI Agents by creating unique, measurable customer value to knowledge work automatization.



Our mission

is to automate knowledge work processes and free employees’ time for more valuable work.



Our vision

is to create new ways of working by delivering the best digital workers.

Our values



A learning mindset

Sharing knowledge, success, and failures. Trying out new things with curiosity and daring to step out of the comfort zone.



Passion for customer success

We are passionate about our customer success and making sure that the customers get real value. Understanding customer needs, measuring satisfaction and performance.



Integrity in all relationships

We follow through our promises and appreciate all people around us. Taking responsibility for our actions and daring to state things, disagreeing respectfully.



Caring for each other

We are always there to care and help each other. Being interested in others performance, development and understanding their point of view.

An eventful 2024

2024



January

Digital Workforce wins a significant contract for business automation services with a global engineering company.



March

Microsoft and its partners launch a free, all-inclusive AI Developer learning path



May

The cancer care follow-up automation solution developed by a Finnish company improves patient safety and aims to save hundreds of millions of euros



July

Digital Workforce Announces Strategic Partnership with Sema4.ai to Bring AI Agents as Part of Its Outsmart Platform



December

Digital Workforce Partners with U.S. Healthcare System to Revamp Referral Processing with Hyperautomation

JANUARY

FEBRUARY

MARCH

APRIL

MAY

JUNE

JULY

AUGUST

SEPTEMBER

OCTOBER

NOVEMBER

DECEMBER



February

Digital Workforce wins two significant migration projects with the wellbeing services county of Central Uusimaa



April

Digital Workforce uses robotic process automation to implement a migration project of active client data in the wellbeing services county of Kanta-Häme



June

Digital Workforce wins a contract worth more than EUR 1.3 million for the transfer of active customer data from the wellbeing services county of Pirkanmaa



August

Digital Workforce automates the reception of electronic referrals at Coxa, the largest hospital for joint replacement in the Nordic countries.



December

Western Uusimaa Wellbeing Services County Streamlines and Standardizes Client Charge Processes with Digital Workforce's Innovative Automation

Stakeholder expectations drive sustainability priorities

Digital Workforce regularly engages with its stakeholders to understand their expectations for the company's business and sustainability development. Stakeholder expectations and views are taken into account when defining sustainability priorities.

- Interaction with our own staff is daily, but feedback is also collected through various surveys and discussions. Internal communication is managed through team meetings, Teams channels and regular staff briefings.
- We work closely with clients, either on a project basis or as part of ongoing services. They are also met at various industry events and seminars. Customer satisfaction is measured on a quarterly basis. The measurement is based on the revised Net Promoter Score methodology, which was introduced in 2023. The average score of the 2024 NPS surveys was 48.5 (44 in 2023).
- Cooperation with technology suppliers takes place through joint customer projects, seminars, and trade fairs. The technology suppliers also train Digital Workforce experts.
- Discussions with investors and analysts take place, for example, in the context of earnings announcements or in one-to-one meetings.
- There is also cooperation with certification bodies on audits and with various expert organizations, including joint seminars and events

Our key stakeholders and their expectations of sustainability

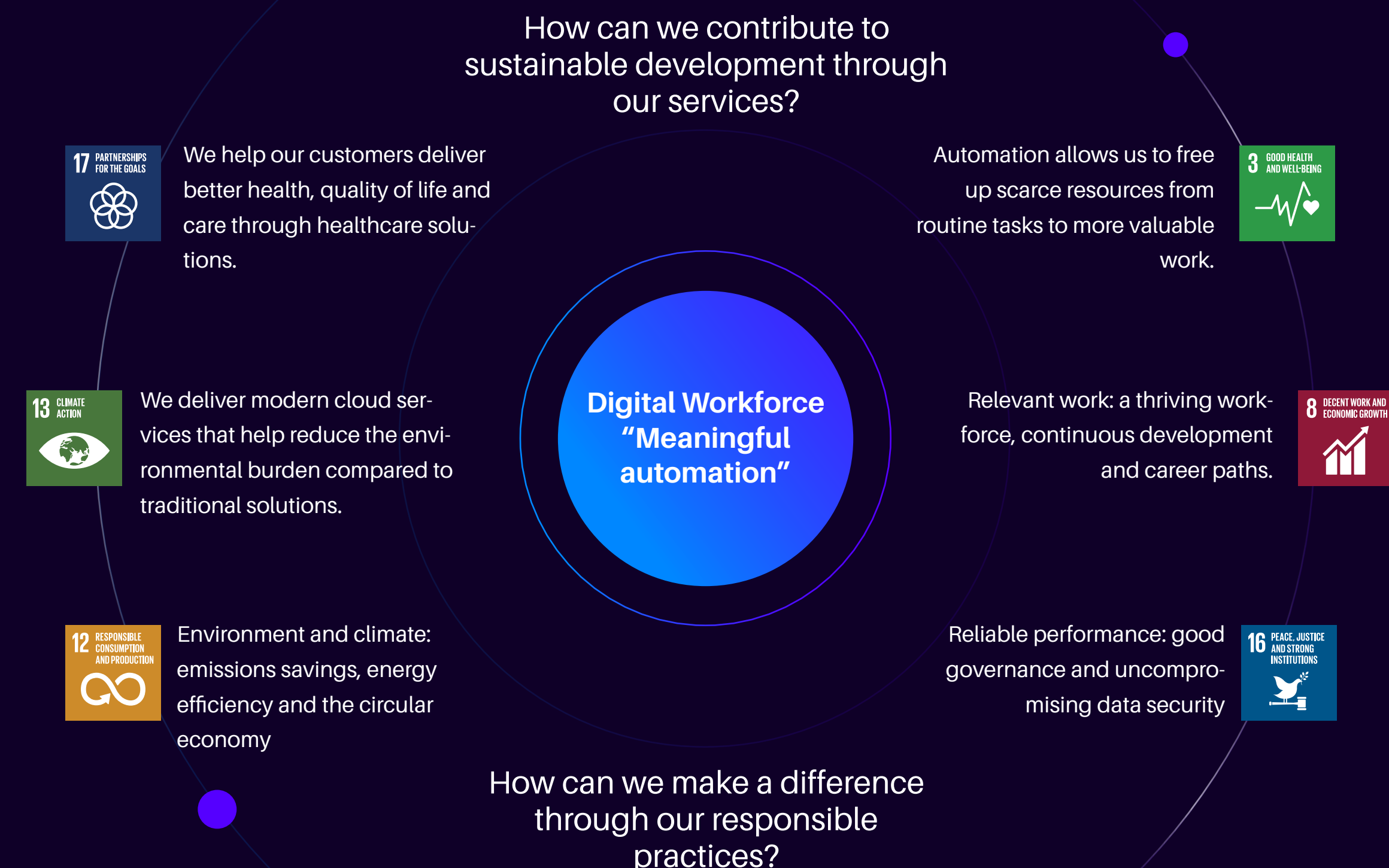


Meaningful automation and impressive accountability

Our mission is to help and guide organizations on the journey of intelligent automation and digital transformation. We are not content to be just an IT solutions provider, but to deliver truly relevant and impactful, and responsible AI and automation solutions. This is also strongly reflected in our approach to sustainability and our focus on sustainable development.

We also take into account the UN's Sustainable Development Goals in our own activities, where applicable. We have identified six UN SDGs that we believe we can most influence through our own actions. These are 3 Good Health and well-being, 8 Decent work and economic growth, 12 Responsible consumption and production, 13 Climate action, 16 Peace, justice and strong institutions and 17 Partnerships for the goals.

Our impact on society, the environment and people



Working with our customers to make an impact

We are entering a historic period of technological and economic transformation, where digitalization and the data economy are enabling a surge in prosperity and labor productivity. We help our customers to navigate this transformation and change the way they work through process automation and various technologies.

Through our business, we can make a positive impact on society, people, and the environment. By automating information work processes, our customers achieve new business value and can properly allocate their resources and skills, freeing people's time from routine tasks to more meaningful work.

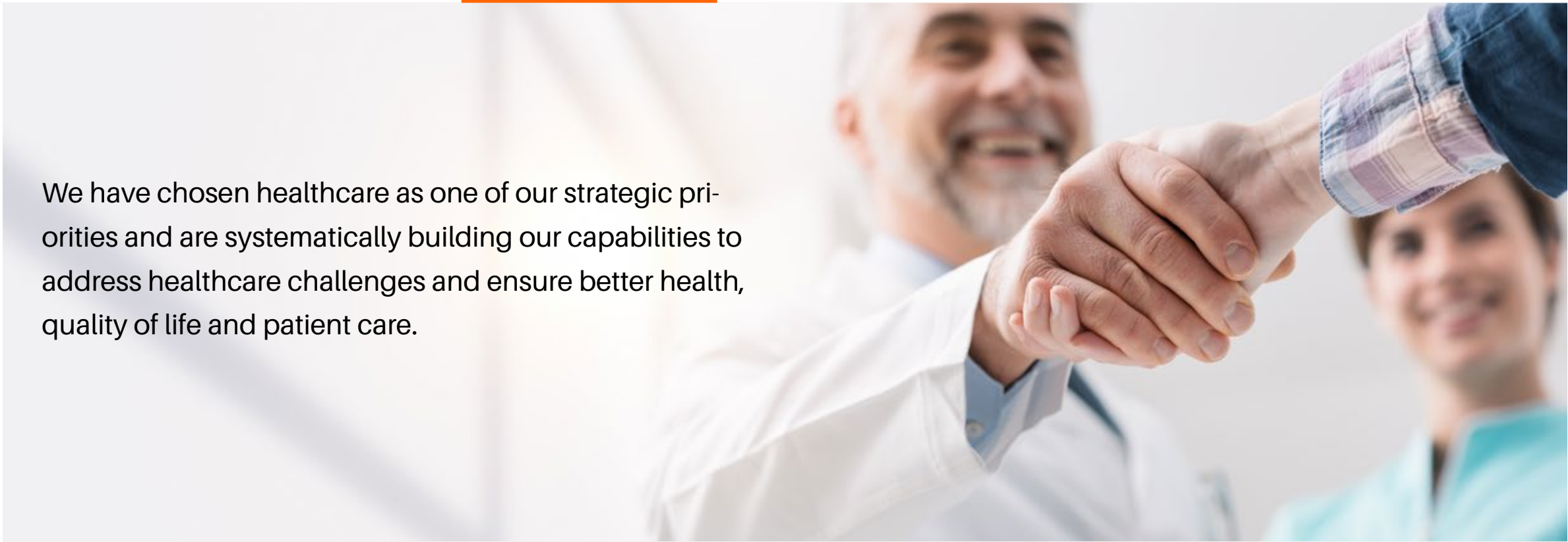


We have chosen healthcare as one of our strategic priorities and are systematically building our capabilities to address healthcare challenges and ensure better health, quality of life and patient care.

Western healthcare systems are undergoing a major transformation. Several interlinked factors are driving this change, including rising costs, uneven access to care, chronic shortages of doctors and nurses, an ageing population, increasing need for assistance and care, and the growing burden of chronic diseases. These challenges underline the urgent need to develop innovative approaches to deal effectively with complex problems.

Digital Workforce is known for its expertise in healthcare process automation and extensive experience with patient information systems, and we have become a trusted partner for healthcare organizations focused on improving processes, improving patient experience, reducing errors, and streamlining operations.

Labor productivity has declined globally over the past decades. Technological advances, particularly through artificial intelligence and automation, offer the keys to change the direction. Effective use of technology should therefore be seen as an opportunity to increase productivity in knowledge work and thereby secure the welfare state's ability to function in a changing world.



Our business model has always been based on providing cloud-based services. We were the first in the world to launch Robot As a Service, an RPA cloud service that has evolved over the years into Outsmart, a leading end-to-end business process automation platform.

As a technology-agnostic player, we are always able to offer our customers the most appropriate solution for their needs and benefit from the continuous product development and world-class security practices of global cloud providers. Cloud-based services are also a responsible choice from an environmental perspective. Their environmental impact has been proven to be significantly lower than the traditional model based on local servers.

Responsible practices build trust

The effectiveness of our own business is based first and foremost on the knowledge capital we generate, built on the expertise of our professionals. Digital Workforce's staff has a broad and diverse range of accredited expertise in various automation technologies and methods. This ensures that we work to recognized industry standards and provide the opportunity for continuous learning and updating of our own knowledge.

We want to offer our staff meaningful work and support their engagement through well-being, continuous development, and career paths. We regularly monitor our employee engagement, listen carefully to our staff, and want to offer them opportunities to develop themselves and their skills.

Good governance and uncompromising compliance with data security are the lifeblood of our business and a prerequisite for our customers' continued trust. We work with the world's leading technology providers and must meet their high standards while always safeguarding our customers' confidential data in all situations.

The environmental impact of our own activities is relatively small, but that does not take away our responsibility to take impactful action for the environment and climate. We need to take the environment and climate into account in our strategic decisions as well as in our smaller everyday actions.

Our sustainability program

Based on our strategy, values, stakeholder expectations, the impact of our operations and the SDGs, we have prioritized our key sustainability themes, which we regularly monitor and report on annually.



Meaningful work

- We are automating knowledge work processes to free people's time from routine tasks to more valuable work.
- We enable our staff to grow and develop and encourage continuous learning.
- We actively listen to our people and develop our activities based on their feedback.
- We value everyone's uniqueness and treat each other with respect



Reliable operations

- We ensure the ethics and compliance of our operations
- We take strict care to ensure data security and protection and safeguard confidential information



Taking climate and environment into account

- Reduce our carbon footprint by reducing greenhouse gas emissions from our operations and our energy consumption
- We operate according to circular economy by extending the life of the equipment we use and by recycling waste more efficiently

We enable growth and listen actively

A thriving and skilled workforce is at the heart of Digital Workforce's commitment to sustainability. Our aim is to create an atmosphere where every employee can develop and grow and be open to learning new things.

We actively listen to our people and develop our activities based on their feedback. We value everyone's individuality and treat each other with respect.

We strongly believe that each of us is responsible for building a working environment where everyone feels safe and valued.

Enabling growth

Our success is based on our people's ability to understand our customers' business and provide them with the most appropriate technology solutions for each situation. As embracing different technologies is part of our DNA, we encourage our employees to constantly learn and develop. Our employees have the freedom to propose and implement their own ideas and build strong partnerships with our customers.

We want to treat all our employees equally and ensure that everyone has equal opportunities to develop their skills and advance their careers. When a new person starts with us, they receive a thorough induction period of at least three months. The induction consists of a common period and a Boot Camp focusing on technology skills. Each person is

also assigned a mentor to help them along the early stages of their career. We monitor our onboarding success with a survey to further develop our onboarding program.

Our goal is that every employee has an annual Growth Discussion with their supervisor. After two years of employment, a Thrive Talk is held with HR representatives to discuss their career development goals. In 2024, 75% of our staff had a Growth Discussion, which included a personal development plan with concrete skills development steps as a key element.

We want to help people grow into new, more challenging roles within our organization. It's wonderful to observe that a significant proportion of our managers have commenced their careers in pre-managerial positions. It is noteworthy that all our team managers have progressed from specialist roles, which is a testament to their hard work and dedication.



Active listening

We want to actively listen to the views and opinions of our staff to help us develop our workplace and our management. To support this listening, we have defined an "Active employee listening" approach that supports our frontline staff and our organization in people-centered and people-focused management. This approach is based not only on day-to-day interactions but also on regular discussions with frontline staff, monthly pulse surveys and a wider annual employee engagement survey.

In our annual employee survey, we seek the views of our employees on issues such as leadership, well-being at work, sense of community, personal development, and sustainability. The response rate to the survey was again very high (80%). We also received a high number of open responses, which shows the commitment of our staff to improving our performance.

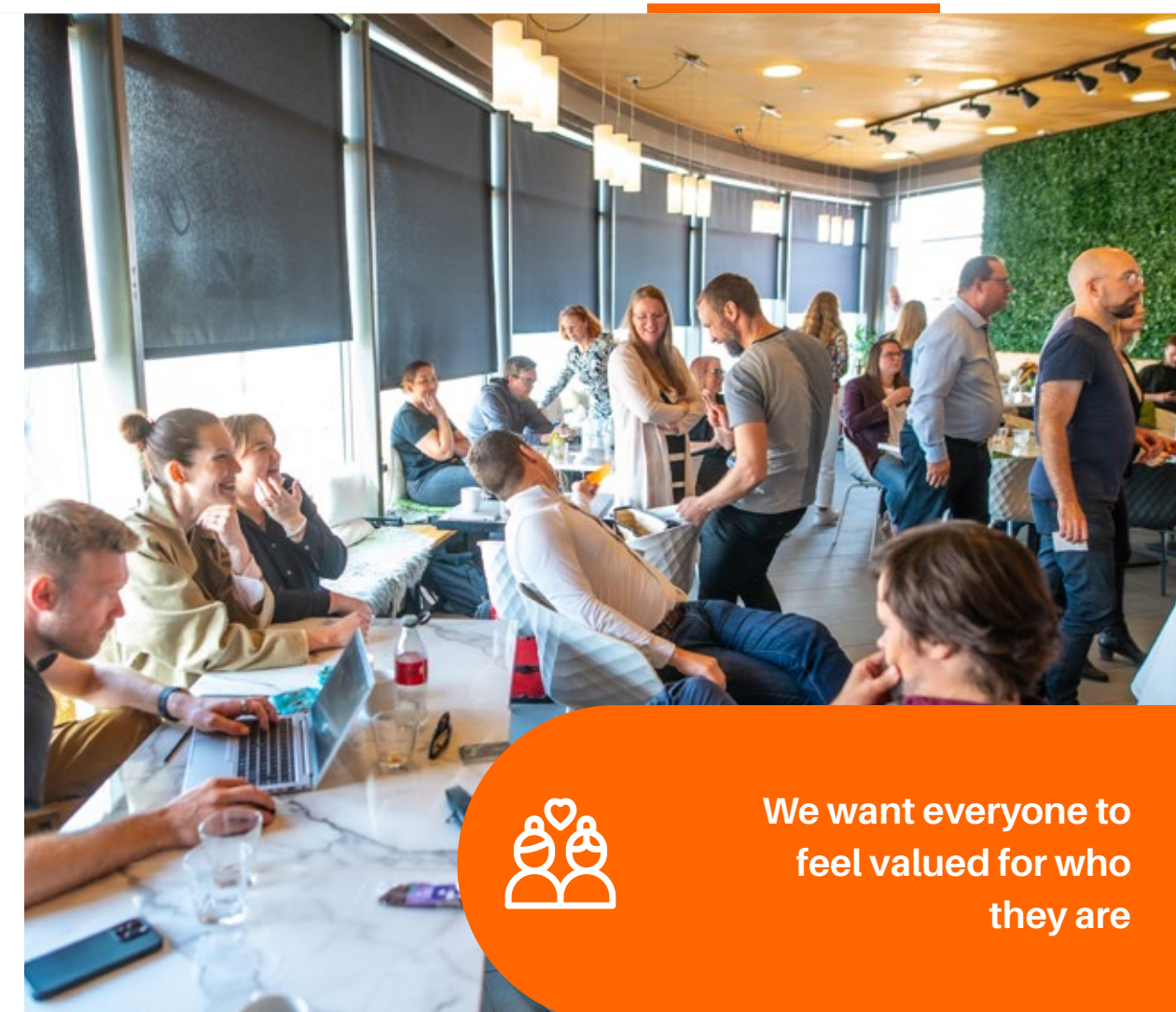


Caring and work-life balance

Caring is one of our values, which is reflected in our daily activities and in the way we treat each other. We actively seek to build a sense of community, where our professionals support each other. We promote a culture of positive reinforcement in our organization.

We ensure that our working environment is safe, cozy and comfortable for all our employees and encourage our staff to come up with ideas to improve wellbeing and safety. Psychological safety is particularly important in specialist positions. It is important for us to treat each person as an individual and to ensure that everyone can express their opinions freely and in a respectful atmosphere.

We want our experts to maintain a good work-life balance. We offer all our employees flexible working hours, possibility to work remotely, time off benefits and healthcare services according to each country's national practices. We have also introduced new internal policies to support well-being, such as shorter meeting times to allow our employees to recover between meetings. We listen carefully to local wishes and try to implement them wherever possible. In Finland, for example, we have joint pizza parties on Fridays and pets are also welcome to our office.



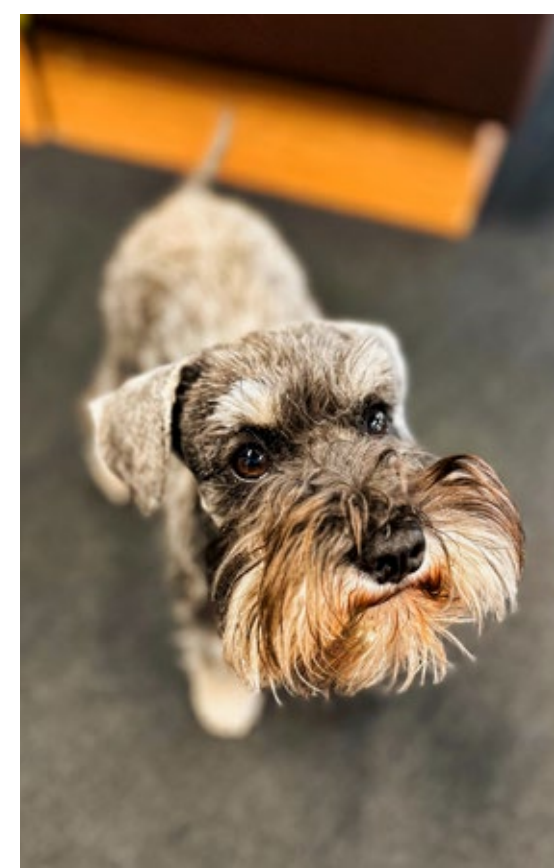
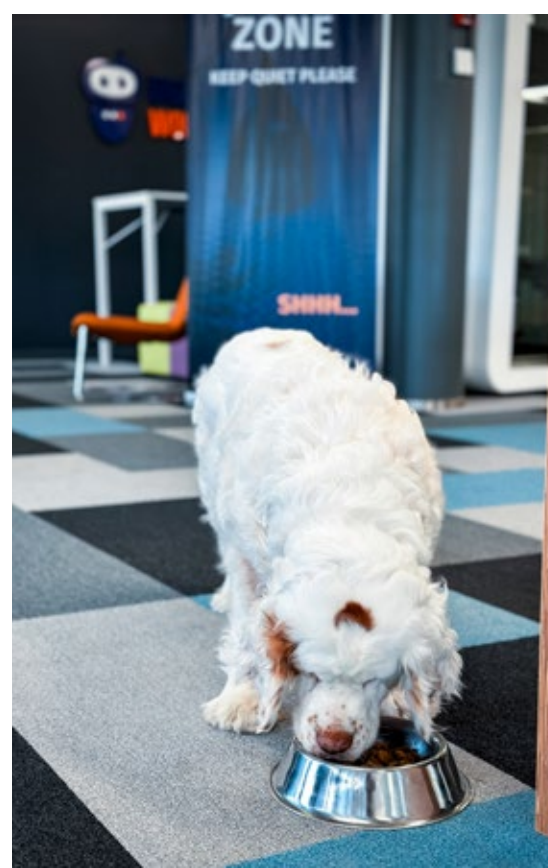
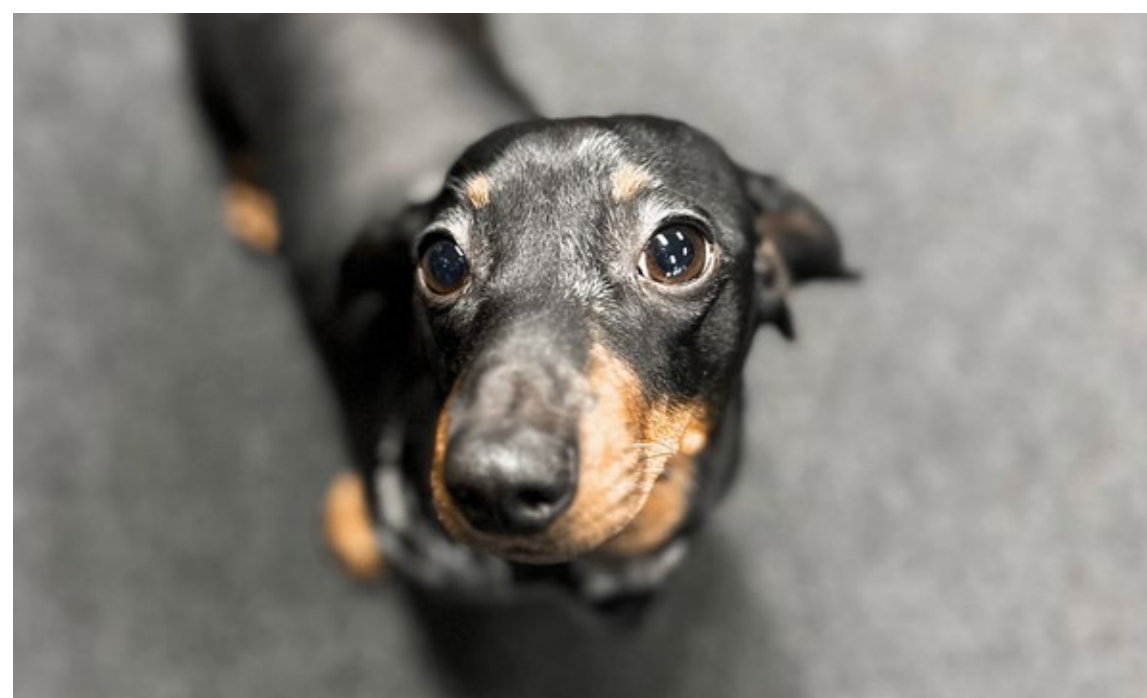
What we do:

- We pay equal salary for the equal work, and salaries are determined by the tasks and skills involved.
- We monitor salary development in the company, including gender gaps, so that we can address problems if unexplained pay gaps are identified.
- We have a clear "Equal and Safe Work Environment" policy and defined practices to help our staff identify unwanted behavior and where and how they can report and receive support if they encounter inappropriate behavior.
- All cases of discrimination and harassment that come to our attention are thoroughly investigated and the causes are actively addressed.
- We have organized training sessions for employees involved in recruitment to help them identify and understand the impact of unidentified biases in recruitment processes.
- We have ensured that the recruitment platform we use allows anonymous recruitment.

Diversity and equality

In a global, innovation-driven company, the diversity of the workforce brings diverse perspectives, experiences, and ideas. It helps us understand different audiences and create products and services that meet the needs of different customers. Our aim is that in our diverse working environment, all people can feel accepted and valued as individuals.

We have zero tolerance for discrimination and harassment, whether based on gender, age, nationality, religion, sexual orientation, or any other similar factor. We recognize the under-representation of women and minorities in our sector and have taken steps to promote equality, diversity, and inclusion.

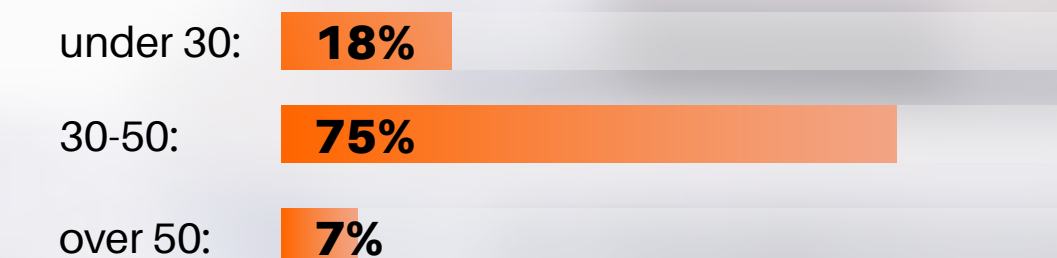


Our staff in 2024

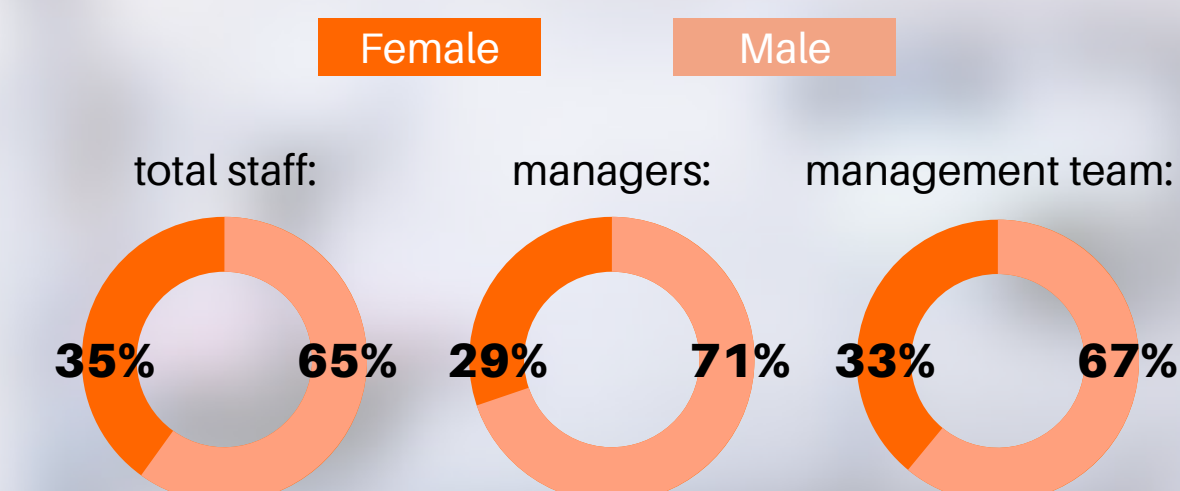
At the end of 2024, Digital Workforce employed 178 professionals. The number of employees decreased slightly from 2023, due to the restructuring of working practices and the general market situation in the sector. In 2024, we recruited 34 permanent staff. The turnover rate was 8%.



Age structure of employees:



Gender breakdown





Modern HR system supports our sustainability goals

In 2024, Digital Workforce switched to an HR system called Personio, promoting sustainability goals in three ways.

Firstly, Personio reduces the environmental load: fully digital employment contracts, holiday processes and payslips eliminate an estimated thousands of paper printouts and the associated transport, which supports our climate goal.

Secondly, the system reinforces social responsibility by providing employees with real-time visibility into their own data and the progress of their requests, improving the experience and building trust in the services of both HR and managers.

Thirdly, Personio's role-based access management, a GDPR-compliant EU cloud, records all activities on the audit path, deepening transparency and improving the verifiability of our ISO 27001 management system.

A modern HR system is thus a concrete example of how technological investments can simultaneously reduce the carbon footprint, increase employee well-being, and strengthen transparency and governance structures.

Personio brings sustainability into practice

Digital employment processes save paper and cut emissions, while also giving employees transparency and trust in HR services.

Employees have welcomed the real-time access to their data, while managers benefit from clearer, more efficient processes. At the same time, Personio ensures compliance and accountability with robust access controls and full audit trails.



"Personio reduces our environmental footprint, empowers employees with transparency, and strengthens data security – all pillars of sustainability."

Good governance ensures responsible practices

At Digital Workforce, we believe that good corporate governance creates a sustainable basis for success and growth. It guides our decision-making, ensuring transparency, accountability, and ethics at all levels. Good corporate governance not only enhances a company's reputation and trust among stakeholders, but it also increases efficiency, reduces risk, and creates sustainable value for owners, employees, and society.

Digital Workforce's corporate governance complies with the Finnish Limited Liability Companies Act, the company's Articles of Association, the rules of the Nasdaq First North Growth Market Finland and other provisions and regulations applicable to listed companies.

- The Board of Directors has overall responsibility for the management of the company and its subsidiaries and for the proper organization of the company's activities. The Board directs and supervises the company's management, appoints and dismisses the CEO and approves major decisions concerning the company's strategy, investments, organization, remuneration system and financing.
- The CEO is responsible for implementing the company's strategy and managing the company's day-to-day affairs in accordance with the instructions and orders issued by the Board of Directors. The Management Team supports the CEO and is responsible for its own areas of responsibility.
- Shareholders participate in the supervision and management of the company through the actions taken at general meetings.

More information on the Board, its independence and the Management Team is publicly available on our website at <https://digitalworkforce.com/investors/governance/>



Ethics and compliance

One of our core values is "integrity in all relationships", which reflects the importance of ethics and compliance with the law in our business. We do not tolerate corruption or bribery in any form. This principle is also enshrined in our Code of Conduct.

Our Code of Conduct sets out a common set of principles for all our employees worldwide. The Code is included in our induction program and is also regularly reminded. Our goal is that all our employees are familiar with and committed to our Code of Conduct. . Code of Conduct is also part of our onboarding process.

We also expect our suppliers, partners, and subcontractors to comply with our Code of Conduct in their own operations or when working with us.

- We follow the local competition legislation in all the countries where we operate. We promote free and open competition and do not engage in price fixing or market sharing with competitors.
- We comply with money laundering laws and other laws that prohibit funding for illegal purposes.
- We do not take political stand and do not provide financial or other support to individual politicians, candidates, political parties, or institutions.
- We stress to all employees that they must avoid any activity that could lead to a conflict of interest. It is strictly forbidden to engage in any activity that conflicts with Digital Workforce's interests or that would compromise our ability to meet our contractual obligations.
- We follow existing sanctions lists, such as UN Security Council sanctions, and include a sanctions clause in our new customer and partner agreements.
- We comply with the laws and regulations on insider information and have internal guidelines for handling such information. We have also provided internal training on insider information.

We have a confidential whistleblowing reporting channel through which employees and other stakeholders can anonymously report misconduct and unethical behavior. The whistleblowing channel can be accessed via the intranet and our website. We regularly remind our employees of the existence of this channel.

Human and labor rights

Digital Workforce unconditionally supports and promotes human rights and will not tolerate any activity that violates human rights. We do not tolerate child or forced labor or human trafficking in any form, and we comply to the International Labour Organization's (ILO) guidelines. Digital Workforce is committed to acting in accordance with the values proclaimed in the United Nations Universal Declaration of Human Rights and is committed to the United Nations Global Compact Principles.

Data security, data protection and confidentiality

Data security, including data protection and privacy, is critical to Digital Workforce. We process all personal data in accordance with applicable data protection laws and apply appropriate security measures to protect personal data.

We are committed to respecting data protection and privacy in all our activities, which are carried out in accordance with our Data Security policy. We are also committed to helping our customers comply with data protection requirements by providing robust data protection and privacy safeguards built into our services and contracts.

As a testament to our high level of security practices, Digital Workforce was awarded ISO/IEC 27001:2013 certification in 2023, demonstrating that our information security management system meets the requirements of the standard. We have already been certified for our IT service management system with ISO/IEC 20000-1:2018, which was renewed in

2024. The practices and processes associated with both certificates are regularly audited to ensure the quality of operations. In addition to internal audits, external ISO audits are carried out once a year.

Digital Workforce is committed to protecting the confidentiality of its customers' and other business partners' information and will not improperly disclose such information. Appropriate and adequate confidentiality clauses will be included in employment contracts, agreements with partners, subcontractors, and customers. We also reserve the right to require our employees and employees/representatives of our partners and subcontractors to sign reasonable confidentiality undertakings if our customers reasonably request it.

The importance of confidentiality is also emphasized in several internal company guidelines and practices, such as information security policies and guidelines on remote work.

ISO certification demonstrates Digital Workforce's long-term commitment to security and IT service management

In March 2023, Digital Workforce received the prestigious ISO 27001 certification for its information security management system. The certification is awarded to companies that demonstrate a high level of commitment to protecting their information assets and implementing effective security controls.

The certification covers Digital Workforce's operations, including the full lifecycle of business process automation (BPA) services and the business processes that support them.

Certified service management system since 2018

A service management system certified under the ISO/IEC 20000-1 standard shows the provider's commitment to delivering services that meet requirements and add value for both customers and the provider. The certification covers Digital Workforce's Business Process Automation operations and supporting processes. The certificate was reissued in April 2024, with the original issued in 2018.

Only a few companies in the sector have certification

The certification process involved an independent external auditor, Kiwa Inspecta, assessing Digital Workforce's security practices, processes and controls, risk management and responsiveness.

The ISO 27001 certification also sets Digital Workforce apart from its competitors, as few companies specializing in business process automation have achieved this level of security certification.

ISO/IEC 27001 is the world's best-known standard for information security management systems (ISMS) and their requirements. It provides a systematic approach to managing the security of information assets such as company and customer data, including financial information, intellectual property, and personal data.



Our security and IT service management systems are ISO certified

We want to reduce our environmental footprint through sustainable choices

Digital Workforce is committed to minimizing the environmental impact of its operations. We also strive to promote environmental awareness and responsibility among our employees, customers, and suppliers. We comply with all applicable environmental regulations and expect our suppliers and partners to do the same.

As a cloud-based IT services company, Digital Workforce's own environmental impact is relatively low, but we believe we can make sustainable choices to further reduce our environmental footprint in line with the evolving needs of our planet.

Our business model is based on modern global cloud services, which have significant advantages over the traditional approach of local servers. From a sustainability perspective, the main benefits of global cloud computing are related to

risk management and performance assurance, but it also has a lower environmental impact.

In addition, we are actively taking measures to reduce emissions from our own operations, improve our energy efficiency and accelerate the transition to a circular economy.

Aiming to reduce emissions

Most of Digital Workforce's emissions come from three parts of our value chain: offices and workspaces, commuting and software partners. We are working to reduce emissions from our operations through concrete actions:

- We have moved systematically from physical meetings to online meetings. Extended remote working started during the COVID 19 pandemic but has now become the new normal at Digital Workforce. This applies to both internal and customer meetings.
- The rise of remote working has also allowed us to dispose of our own office space, which was under-utilized.
- It is our standard travel practice to use public transport instead of taxis whenever possible, and to take the train instead of the plane.
- Most company cars are electric.

We will continue to work closely with our office space providers to measure and reduce emissions. We will also map emissions related to commuting and identify further reduction opportunities.

Circular economy and waste reduction

Our computers and mobile phones are leased equipment in line with the circular economy. In 2023, we decided to extend the life of our phones and computers from 24 months to 36 months. We take good care of the equipment we use and repair them instead of buying new ones. Among other things, we try to buy our printers second-hand, recycle printer toners and print only when necessary.

Our aim is to continuously reduce the waste generated by our operations and increase the reuse and recycling of materials. We recycle all paper, cardboard, batteries, plastic, glass, and metal. We have also explored the possibility of expanding separate collection of bio-waste at our premises. All waste electrical and electronic equipment (WEEE) generated by our operations is recycled in accordance with local requirements.



Significant emissions savings with cloud services

Cloud computing can be used to collect, analyze, and store vast amounts of data, reduce overall IT costs and increase business agility. It is therefore no wonder that cloud computing has grown and continues to grow in popularity. At the same time, the data centers that support cloud computing consume a significant and increasing amount of energy.

From a societal perspective, the shift from many local servers to fewer large data centers offers the opportunity to reduce overall IT energy consumption and associated carbon emissions. This has been one of the reasons why Digital Workforce has chosen to migrate its customer solutions to the global Microsoft Azure environment.

The lifecycle emissions of a centralized cloud environment compared to traditional business centers are up to 92-98% lower*. These savings are mainly due to energy efficiency through more efficient operating practices, more efficient IT equipment and a more efficient data center infrastructure. In addition, emissions can be reduced by switching to renewable electricity in data centers. Microsoft has announced that its data centers will be fully powered by renewable energy by 2025.

*REFERENCE: : The carbon benefits of cloud computing. A study on the Microsoft Cloud in partnership with WSP. Updated 2020.)

Summary and next steps

In this Sustainability Report, we report on Digital Workforce's sustainability performance in 2024. The report aims to summarize the key sustainability impacts of our business as outlined in the UN Sustainable Development Goals. Going forward, our goal is to work with our people to take our sustainability work forward in purposeful steps and report on progress annually.

Report highlights



Employee Development:

Valued individual growth with high engagement and a strong sense of community.



Cloud Services Emissions Savings:

Reduced emissions by migrating to Microsoft Azure.



ISO Certification:

ISO certification demonstrates Digital Workforce's long-term commitment to security and IT service management.

You can ask questions or give feedback on the report by emailing ir@digitalworkforce.com.

digitalworkforce.com