

ALM PARTNERS

2023 CORPORATE SOCIAL RESPONSIBILITY REPORT

COMPANY PROFILE

The youthful and rapidly growing ALM Partners offers top-notch expertise and solutions in risk management, regulatory reporting, and data and systems to players in the finance and insurance sectors. ALM Partners helps its clients achieve their business objectives with high-level experts, individually designed services, and innovative technical solutions. We mainly operate in Finland and Sweden, but increasingly also in the Nordic countries, the Baltics, and elsewhere in Europe.

The ALM Partners Group (hereinafter ALM Partners) is formed by the parent company ALM Group Oy and the subsidiary ALM Partners Oy. The ALM Partners Group is mainly owned by our staff (85%). During the year, we gained 14 new individual shareholders (partners), and by the end of 2023, there were already a total of 59 partners. The foundation of our operations is created by the technical and industry-specific expertise of our staff, our customer-oriented attitude, and our efficient services that promote business. At the end of 2023, we had 147 employees, an increase of 20% from the corresponding 123 employees in 2022.

Our operational turnover grew by 31% in 2023 to 13.9 million euros from 10.6 million euros in 2022. During the year, we invested heavily in growth, the development of our products, and especially in our staff. We took a total of 18 young professionals into our six-month Trainee program to develop their skills for the future challenges of the financial sector. Despite our investments, our profitability remained good. Our operational margin was 7.3% of our turnover.

For the well-being of our society, the creation of new productive jobs in the private sector is the only guarantee for financing and continuing our well-being. Our societal impact increased significantly during 2023. In total, the amount of direct and indirect payments made to our society increased by 34% to over 5.4 million euros, which was 39% relative to our turnover. In practice, this means that our contribution to society per person-year was over 40,000 euros in 2023.





CEO'S LETTER

The challenges of the economic and security situation and the importance of responsible action were emphasized in our operating environment in 2023.

Responsibility and its reporting have been strongly and widely emphasized in the corporate field, especially in the reporting of our main customer base, the banks. In addition to our own responsibility reporting, we support the implementation of responsible financing by banks in Finland and more broadly in Europe through our services.

At ALM Partners, we find it particularly important that companies treat their employees with respect, appreciation, and fairness. At the same time, the company must bear its responsibility in a broader societal framework as a good employer, a conscientious taxpayer, and an actor supporting overall security. In this way, a safe society, skilled people, and societal stability are maintained. Instead of the minimum levels set by laws, we strive to exceed our own and external expectations, bearing societal responsibility more than our size.

During 2023 and the beginning of 2024, ALM Partners has invested extensively in personnel - significant recruitment of new staff has taken place. Supporting the well-being and comfort of our staff is at the center of our operations. In this way, both new and more experienced professionals can cope in the midst of customer projects that require high expertise, in the ambitious and goal-oriented work environment of a growth company. In addition, we act as enablers of responsible, open, and secure banking, finance, and insurance operations through our own services.

Let us continue to do our part to strengthen common well-being, responsibility, and overall societal security, both in our own company and more broadly in Finland and Europe.

Aaro Mäkelä
CEO
ALM Partners Oy

VALUES AND STRATEGY

The core values and principles of ALM Partners have been with us since the founding year, and we continue to work long-term according to them, also in 2024.

MISSION

We help our financial sector clients achieve their business objectives with our high-level services, experts and innovative technical solutions.

VISION

We are the most knowledgeable and respected partner of financial sector companies. We're a growing and well-known partner of finance and insurance companies as well as an innovative pioneer. We are an internationalizing and leading provider of RegTech - Fintech services in its area of operation.



VALUES

We trust each other, and we are reliable

Internal perspective: We believe in and trust each other.

Customer perspective: Our products and services are of high quality. We stick to what is agreed upon.

We operate transparently

Internal perspective: We communicate and discuss matters.

External perspective: Our operations are transparent and planned together with customer.

We value each other and our partners

Internal perspective: Each of us is a valuable individual.

Customer perspective: We respect our customers' time and values.

We stick together and learn together

Internal perspective: We encourage each other to develop our own skills.

Customer perspective: We anticipate customer needs and offer innovative solutions to a changing world.

We act responsibly and promote responsibility

Internal perspective: We want to support sustainable development and be involved in creating new jobs.

Customer perspective: We are involved in building a balanced future for the financial sector.

Our mission is to support and ensure the operation of the society's financial and insurance system, to promote efficient and transparent risk-based banking, finance, and financial operations, and to assist our customers in implementing good responsible business, building decision-making information, and modeling risk management tasks.

ALM Partners is a good workplace that allows for professional development, influence on one's own job description, and growth as a professional. The accumulation of one's own skills and experience enables partnership, and we are mainly employee-owned. Partnership allows participation in the strategic work and decision-making belonging to the company's owners, as well as participation in the possible development of the company's value.

OUR RESPONSIBILITY GOALS AND THEIR REALIZATION

In 2023, as in previous years, we continued to advance many of our responsibility goals. In line with our strategy, we recognize our part in supporting and ensuring the operation of the society's financial and insurance system, promoting, and assisting our customers in implementing responsible business based on modern and good risk management.

We want our responsibility themes to be part of our everyday life and ongoing activities. Responsible renewal and development at ALM Partners in 2023 focused on developing our economic mode of operation, ensuring customer data protection, and maintaining staff well-being.





CUSTOMER RESPONSIBILITY

In addition to our annual targeted internal projects, we are constantly developing towards a better customer experience, for example, by agile development that takes into account the customer, seeking and giving feedback, regular supplier meetings for services, final reports and satisfaction surveys included in projects, and developing customer communication and 'listening with a sensitive ear'. Optimization and saving of time and resources are sought with modern architectures and tools, as well as the development of employees and the correct assignment of tasks. Reliability is the cornerstone of our industry and we strive for it by listening, agile development, and responsibility led by strategy.

SKILLED AND WELL-BEING STAFF

The key asset of ALM Partners is our skilled and committed staff. The trust of our customers is made possible through our satisfied, motivated, and developing staff. The principles of ALM Partners' personnel management are based on the company's values and the desire to succeed together. For this reason, taking care of the professional skills, adequacy, and meaningfulness of our staff's work, as well as enabling individual development, have been and will continue to be part of our responsible operations.

Our strong growth, as well as the hybrid working model we use, have both required and enabled a more diverse investment in our employees. Our staff's employment and remuneration comply with the financial sector's collective agreement. Our staff is comprehensively insured, and we offer our employees a wide range of occupational health and dental care, as well as sports and cultural benefits, ergonomic guidelines, team refreshment days, and common events of our company.

With the hybrid working model, we want to take into account remote workers even better. When recruiting, we have no geographical boundaries, and everyone has been able to work from home if they wish. Basically, the employee gets to decide whether to work remotely or at the office. HR and occupational health help employees with ergonomics issues, and we carry out checks at regular intervals to maintain employee well-being. We also support remote work in terms of equipment and supplies delivered to the home. We offer every employee the opportunity to acquire an electric desk for remote work. In addition, it is possible to get, for example, a second monitor and a dock at home.

During 2023, we aimed to develop employee well-being by offering a healthy living service through Liikkuva Suomi. The service offered exercises and discussion topics for employees, with the aim of helping our staff find a balanced and healthy lifestyle. We also continued the commuting bicycle benefit we introduced in 2022. Commuting by bicycle is an environmentally friendly option, and by encouraging employees to cycle to work, we promote an active lifestyle, which in turn helps us strive for a sustainable future.

Our work community is relaxed and communal. Our good team spirit also spills over into leisure time, a good example of this being our active Discord channel, board game nights, and various sports events, which we enthusiastically participate in. Our employees have the opportunity to be active in organizing leisure activities. If we don't yet have suitable leisure activities, we happily welcome new ideas.





STAFF WELL-BEING AND SKILLS DEVELOPMENT

We want to enable our experts to learn new things either through new tasks that support learning or through education. At ALM Partners, we offer a lot of training related to both the business and technical side internally. Our own experts act as trainers and, as a rule, anyone can participate freely in each training. In addition, we offer all employees the Coursera learning platform and, if necessary, we also organize external training and coaching as needed. We also promote staff education through certificates and pay bonuses for certificates.

We invest in staff well-being by offering a broader service than statutory occupational health care through Terveystalo. Occupational health is further supported by comprehensive sickness and accident insurance. Mental well-being has become increasingly emphasized and for this reason, ALM Partners offers mental well-being services both through occupational health and the Auntie service. The goal is to have well-being employees throughout.



CUSTOMER DATA PROTECTION AND SECURITY

ALM Partners values its customers and always adheres to confidentiality agreements with extreme precision. In our operations, we comply with the EU's General Data Protection Regulation (GDPR), good banking and insurance practice, as well as a wide range of data protection requirements and standards.

We have wanted to ensure the confidentiality of customer information by all means. We have modern and appropriate technical, organizational, and administrative procedures in place to protect all the information we hold from loss, misuse, unauthorized use, disclosure, alteration, or destruction. We regularly organize training for staff on data security, personal data, and privacy, and we continuously develop IT solutions to secure information.

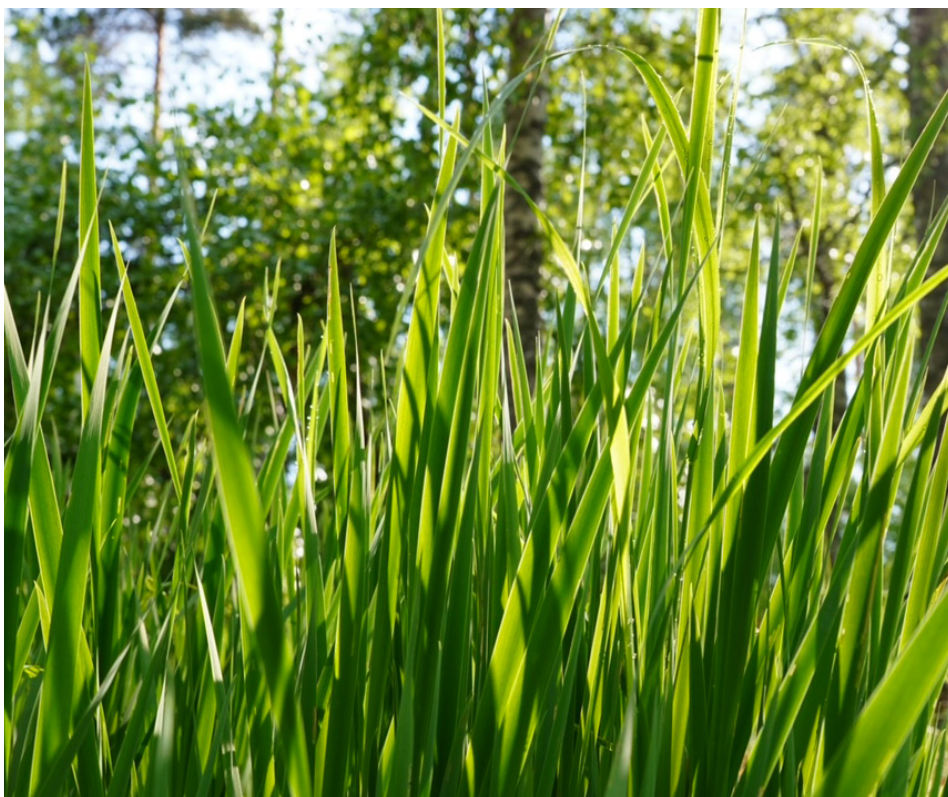
The ability to detect data security has improved significantly over the past year, and we continue to increase it and also the ability to react. We have established a CSIRT, i.e., Computer Security Incident Response Team, which coordinates, among other things, the repair and management actions of the case, as well as external, internal, and official communication in the event of a data security event. We actively cooperate with our customers to improve both customer and our own safety.

We started the implementation project of the Information Security Management System (ISO/IEC 27001:2022), which will guide our operations according to the good and data security-enhancing practices required by our customers and the standard. In addition, we have appointed our own data protection officer and drawn up operating instructions for possible data breaches. During 2023, we have not been informed of any data breaches in the processing of our customers' or ALM Partners' personal data.

ECONOMIC RESPONSIBILITY AND GOOD GOVERNANCE

In accordance with good corporate governance, our operating methods essentially include clear and systematic decision-making processes that clarify responsibilities, avoid conflicts of interest, and ensure risk management and the transparency of our operations.

Operating in accordance with ALM Partners' values requires the adoption of good governance practices in all our business. We want to ensure that our company is as well-managed and led as possible.



Power and responsibility distribution: In accordance with the principles defined in the governance requirements, ALM Partners' board has overall responsibility for good governance throughout the group.

General meeting: The highest decision-making body is the general meeting, where shareholders exercise their voting rights and decisions are made on matters such as the financial statements, dividends, the election of board members and auditors, and the remuneration of board members and auditors.

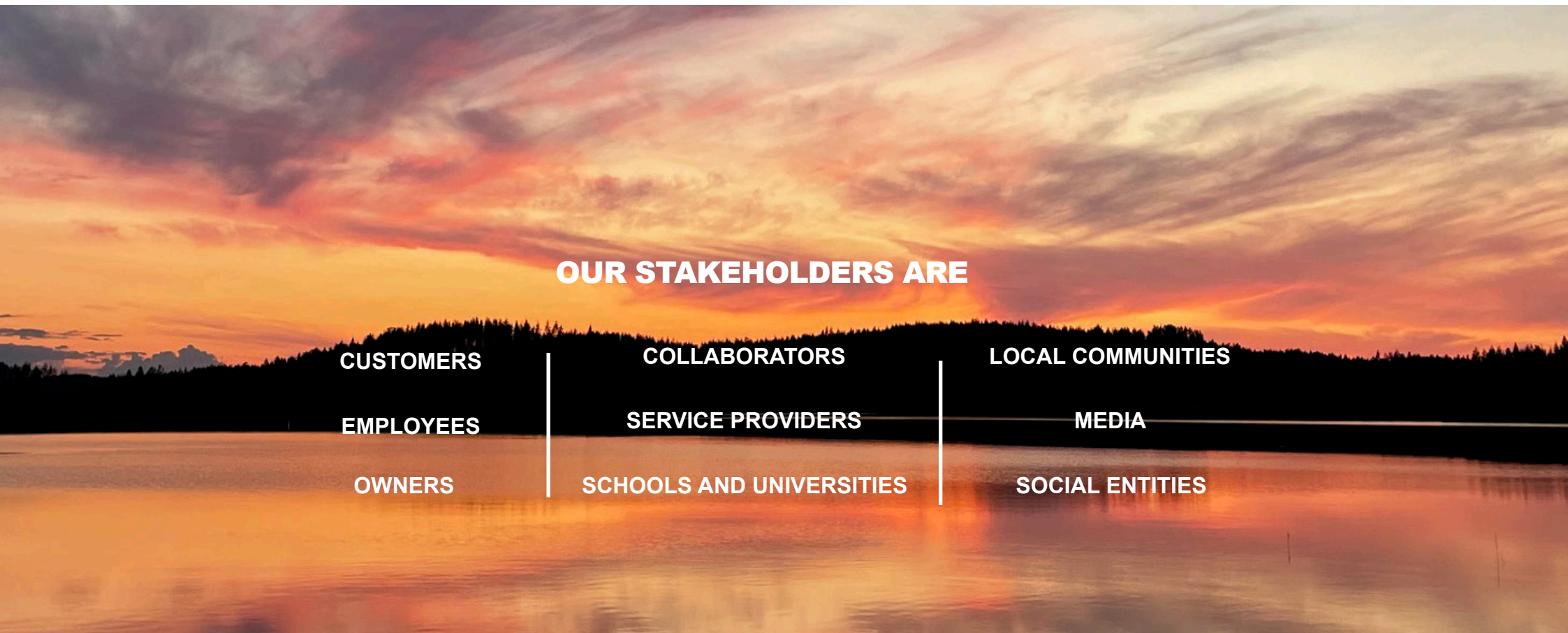
Board: ALM Partners' board is responsible for the company's administration, organizing its operations in an appropriate manner, and representing the company. ALM Partners' board had 5 members in 2023, of which 4 were external board members at the end of the year.

Management team: ALM Partners' management team consisted of the CEO and seven responsible managers representing different business areas in 2023. In addition, the management team's work was supplemented by representatives of HR and ICT functions as required by the topics.

Insider information and trading bans: ALM Partners' entire staff complies with the company's guidelines and agreements and does not exploit any possible insider information that has come to their knowledge in their own trading with customer securities.

OUR STAKEHOLDERS

We want to be a reliable partner for all those who interact with us, and that's why our stakeholders are at the core of our operations and in our everyday life. Our strong growth and expanding, internationalizing markets lead to the growth of our network, and relationships that serve all parties are indeed our lifeline. We strive to find the best practices through active discussion, both for the development of our own operations and for working with stakeholders, with our ultimate goal being to serve our customers even better.



OUR STAKEHOLDERS ARE

CUSTOMERS

COLLABORATORS

LOCAL COMMUNITIES

EMPLOYEES

SERVICE PROVIDERS

MEDIA

OWNERS

SCHOOLS AND UNIVERSITIES

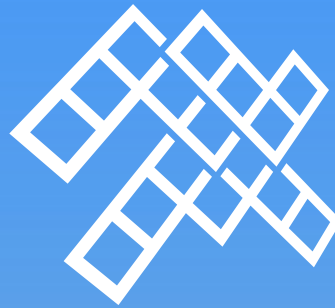
SOCIAL ENTITIES



OUR GOALS GOING FORWARD

We will continue our persistent work in all our target markets according to our growth objectives, and we plan to continue employing new top-level experts as a stable foundation for our society. The development of internal communication supports our staff in rapid growth, and in the future, it will be an essential part of the evolving work environment. The aim is to ensure that everyone has the opportunity to both share and receive information equitably within the company. This aims to improve cohesion, fairness, agility, and mental well-being.

During the summer of 2024, we will consider new sustainability goals and responsible practices. As far as the staff is concerned, our main goal is to keep the number of absences clearly better than the industry average. This means that we will continue to develop the well-being of our staff from both a physical and mental perspective.



ALM PARTNERS

ADDITIONAL INFORMATION AND CONTACTS

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