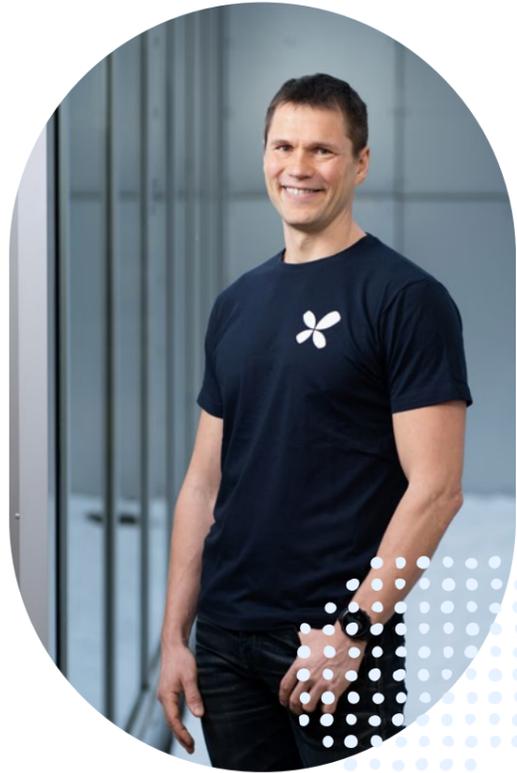




Sustainability Report 2024



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A message from Mikko Kärkkäinen, RELEX Co-founder and Group CEO

I am pleased to present our third annual Sustainability Report. This year's report reinforces our commitment to transparency and accountability in environmental, social, and governance (ESG) practices.

This report's purpose is to be a benchmark for our ongoing progress, goals, and strategic direction as we continue to make the most informed and responsible business decisions for our customers, employees, and the planet.

At RELEX, one of our foundational core values is that "The Customer is a Friend." We continuously strive to uphold this value by establishing strong, supportive, and transparent relationships to help our customers succeed.

As a global employer, we are equally serious about our efforts to be an inclusive and culturally responsible workplace for our workforce—including employees, contractors, and partners. We endeavor to be good corporate citizens, conducting our business transparently and ethically, and

positively impacting our local communities, notably by encouraging paid volunteering among our teams.

Equally important, we are committed to continuously improving the environmental sustainability of our operations and helping our customers improve the efficiency, sustainability, and resilience of their supply chains.

Strengthening global supply chains: Our role in promoting sustainability and resilience

These last few turbulent years have clearly demonstrated our dependence on global supply chains. Pandemics, war, and extreme weather bring about catastrophic destruction and humanitarian crises but also have a profound impact on the global economy and supply chains.

With erratic supply patterns and shifts in consumer behavior driven by inflation and economic uncertainty, adaptability and

efficiency have become paramount for retailers and consumer goods companies. It's critical that they streamline their processes for speed and agility, enabling them to stay ahead of rapid changes in the business landscape. At RELEX, we are focused on helping our customers accomplish these goals.

Global warming affects agriculture and aquaculture, with extreme weather events becoming increasingly frequent. To sustainably feed the planet, managing our food resources effectively is vital. Currently, approximately one-third of the food produced globally is wasted. We fully support the United Nations Sustainable Development Goal of halving food waste by 2030. In 2023, we helped our customers avoid an estimated 280 million kilograms of food waste, preventing more than 950,000 tons of CO2 emissions.

Reducing greenhouse gas (GHG) emissions is imperative for everyone to combat global warming. At RELEX, we are committed to enhancing sustainability by embedding GHG metrics into our planning and optimization solutions. This integration empowers our customers to make informed and sustainable decisions, directly impacting their emissions and contributing to a healthier planet.

Advancing sustainability: Our commitment to reducing emissions and enhancing reporting

In our efforts toward sustainability, we recognize the importance of reducing our own carbon footprint. In 2023, we achieved a 14% reduction in our emission intensity (GHG emissions per unit of revenue) compared to 2022. We remain committed to annually offsetting our emissions across scopes 1, 2, and 3 set by the Greenhouse Gas Protocol Corporate Standard, which include direct emissions, indirect emissions

from purchased energy, and emissions that occur indirectly across the value chain.

In 2023, we will conduct a Double Materiality Assessment in line with the Corporate Sustainability Reporting Directive and move towards even more extensive and detailed sustainability reporting.

As we progress into 2024, we will strive to maintain a disciplined and intentional focus on measuring, sharing, and reporting our goals, commitments, and accomplishments.

On behalf of everyone at RELEX, I invite you to continue this important journey with us. We encourage you to visit our website regularly to stay informed about our latest sustainability developments and initiatives.

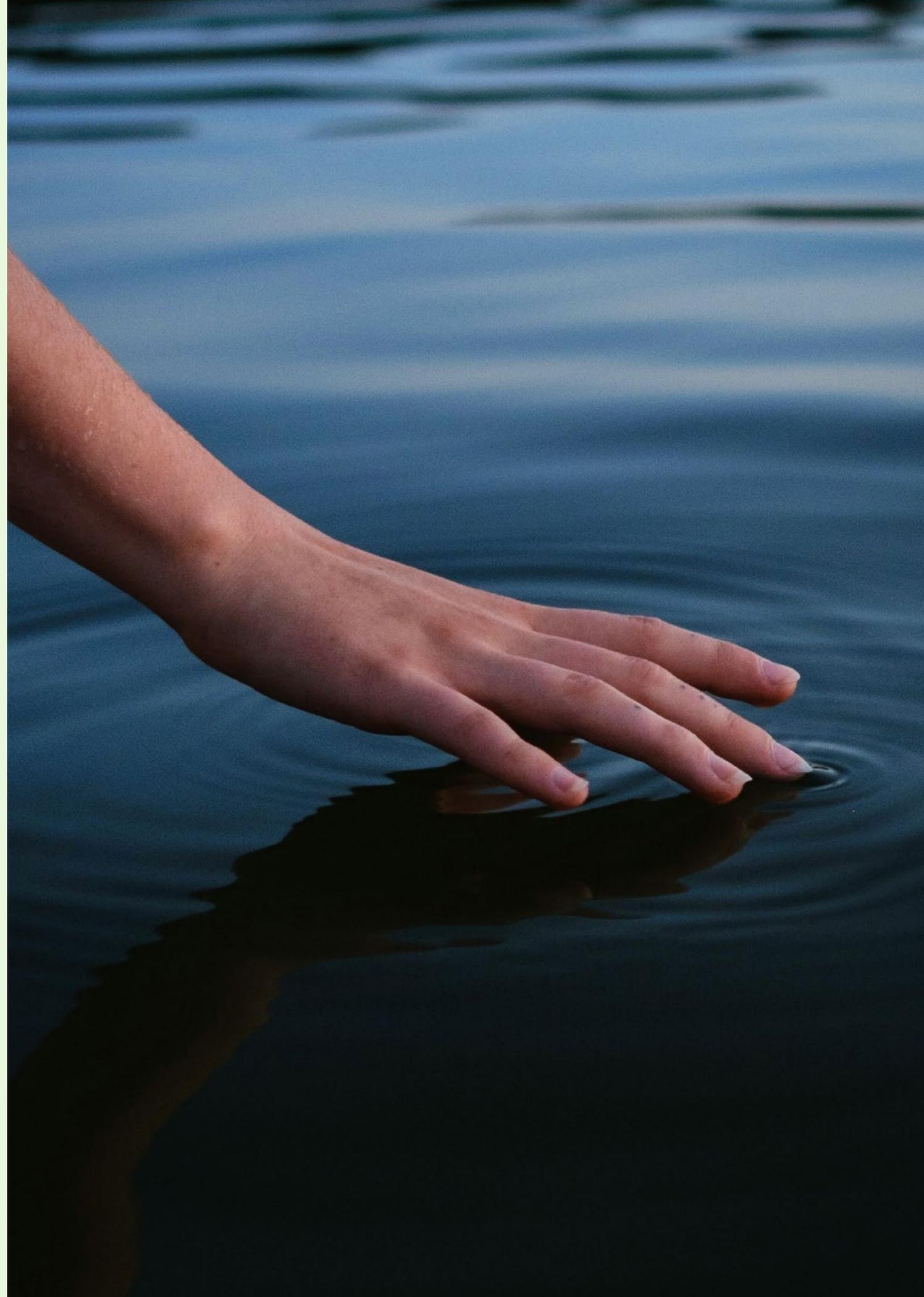
Best regards,

Mikko Kärkkäinen
RELEX Co-founder and Group CEO



Environmental responsibility

At RELEX, we have an opportunity to impact the environment not just through our own decisions but also by developing a platform that helps our customers make smarter, more environmentally responsible decisions. Sustainability is too large a goal to achieve alone, but our collaborative efforts, whether as supply chain partners or as members of our communities, have an enormous impact.



Helping to build more sustainable and resilient supply chains

Helping our customers reduce food waste

Approximately 14% of the world's food continues to be lost in the supply chain after it is harvested and before it reaches retail, while a further 17% is wasted in retail and by consumers. It is estimated that 8-10% of greenhouse gases are associated with food that is not consumed.

We wholeheartedly support the United Nations Sustainable Development Target, which aims to "halve per capita global food waste at the retail and consumer levels and reduce food losses along production and supply chains, including post-harvest losses." by 2030.

Our world-class demand planning and supply chain optimization solution is already helping hundreds of food retailers and wholesale companies reduce their food waste by up to 40%. Even a 15% reduction across our

customer base means preventing over 280,000,000 kilograms of food waste. That translates to a carbon handprint equivalent to 950,000 metric tonnes of CO2 for RELEX in 2023.

We continue to innovate in this space, and by leveraging emerging new AI technologies and connecting supply chain planning to retail space optimization, promotion planning, and assortment rationalization, we are confident that we can help our client base unlock further improvements.

In addition, there are significant opportunities to avoid food waste upstream in the supply chain through more accurate purchasing of raw materials, more efficient production without unnecessary changeovers that cause waste, and optimizing manufacturers' distribution planning. As we rapidly grow our collaboration with food and beverage manufacturers, our positive impact on the food supply chain will further increase.

Helping our customers track and reduce emissions

Companies are facing increasing regulatory pressure to track and report their greenhouse gas emissions. More than a thousand companies in the consumer goods supply chain have also registered voluntary emission reduction targets as part of the Science Based Targets initiative (SBTi), aiming to keep global heating below catastrophic levels and reach net zero by 2050 at the latest.

To support our customers in understanding, reporting, and reducing their emissions, we have developed the capability to include product emission data as a factor in supply chain and retail planning. RELEX CO2 Analytics enables customers to analyze their starting point, monitor emissions KPIs and projected outcomes from an emission perspective and include CO2 data in, for example, assortment planning. As a next step, we are developing similar capabilities for monitoring and reducing transport emissions.

Helping our customers manage supply chain disruption

Recent turbulent years have highlighted our dependence on global supply chains.

Pandemics, wars, and extreme weather cause widespread destruction and humanitarian crises but also significantly affect the global economy and supply chains.

As uncertainty prevails and global warming drives increasingly frequent extreme weather events, retailers and consumer goods companies need to combine adaptability with efficiency. At RELEX, we are focused on helping our customers accomplish these goals. Fast data processing, digital twin modeling, scenario planning, supply chain collaboration, and quick supply chain reconfiguration to manage moving bottlenecks are imperative to manage risk and adapt to changes in a turbulent environment.

We were able to help our customers quickly adapt to the changing demand and supply conditions during the COVID-19 pandemic, manage the impact of inflation on cost and demand following the pandemic, and prepare for and react to extreme weather events like hurricanes. In the future, proactive risk management and efficient response will become increasingly important, and we are committed to continued research and development investments in further developing our support for adaptive, yet cost-efficient supply chains.

Environmental sustainability at RELEX

Understanding emissions

Visibility into how our operations impact the environment is crucial to our carbon emissions reduction plan. We remain committed to annually offsetting our emissions across scopes 1, 2, and 3 set by the Greenhouse Gas (GHG) Protocol Corporate Standard. These scopes include direct emissions, indirect emissions from purchased energy, and emissions that occur indirectly across the value chain.

Business travel: **59%**

Cloud computing: **11%**

Personal IT equipment: **10%**

Commuting: **10%**

Offices and remote working: **10%**

Commitment to carbon emissions offsetting

RELEX began offsetting our carbon footprint in 2021, and maintains that commitment each year. While carbon offsetting is an important part of our sustainability mission, we are cautious of the potential for “greenwashing” pitfalls through participation in low-quality programs. We ensure that our projects have clear permanence and that they don’t negatively impact local communities or have unintended ecological side effects.

That’s why we’re careful to work only with partners we trust. In 2023, we were proud to work with Supercritical, a UK-based carbon removal platform with an 8-step vetting process that ensures only permanent, high-quality carbon removal projects enter their portfolio. Through them, we invested in the TIST Kenya Community Reforestation Project to offset our carbon footprint.

The RELEX Sustainability Champions program

The Sustainability Champions program is open to all RELEXians interested in contributing to the dialogue driving the company’s sustainability practices. This year-long program invites RELEXians from around the world (ideally at least one Champion from every country office) to engage in a monthly forum to engage and advance sustainability topics. The goal of this program is to break down silos, bringing passionate RELEXians from different teams together to share a wide range of perspectives on how RELEX can improve our practices.

In 2023, the Sustainability Champions introduced many initiatives worldwide, including launching a new sustainability course that’s now available to all RELEXians globally through our online learning platform.

In RELEX offices globally, our champions also drove improvements to what and how we can recycle and improved communication and education opportunities on how to recycle and compost. Our offices in Portugal, Italy, and the UK implemented swap stations that encourage reusing rather than throwing items away.

Finally, the champions organized charitable volunteering events in many offices, from working at food banks and cleaning up our local environments to raising funds to support local organizations.



Social responsibility

RELEX wants to drive positive change through both our product and our individual actions. Because we value involvement, connection, and improvement at a local level, all RELEXians are entitled – and encouraged – to take two paid days off every year for charitable volunteering. Every year, we like to share how RELEXians worldwide chose to engage with their communities and the causes closest to their hearts.

Fostering education and providing critical resources

Fayaaz M.

Solutions Consultant, RELEX US

"I used my volunteer days when traveling to Africa for the [Brighter Futures Foundation](#). The foundation began when my aunt, an educator, received a cancer diagnosis and wanted to leave the world a better place than she'd found it. She started a non-profit focused on educating impoverished communities and asked me to run the day-to-day operations. We began with a school in Togo but soon expanded our scope, providing education, teaching trade skills, and distributing essential needs like food and clothing throughout Togo, Malawi, Sierra Leone, Zambia, Chad, and Gambia. I'm grateful for the opportunity to give back and have worked alongside my aunt for four years until she passed away. I'm proud to continue the work she started. That's why the volunteer policy makes a big difference to me. At RELEX, it's not just about working hard. It's about serving humanity."



Serving families and protecting local habitats

Niklas S.

Engineering Manager, RELEX Finland

"I volunteer at a local family café, supported by [Mannerheimin Lastensuojeluliitto](#), Finland's largest child support organization. The café provides peer support and a place for local families to spend time together. I also help prepare weekly breakfasts with food donated by local establishments. It's a wonderful way to connect with my community and spend time with my son! I also volunteered for [Suomen Luonnonsuojeluliitto](#), Finland's largest nature-protection NGO. I spent the day weeding to help eradicate invasive species in the area. The RELEX volunteer days allow me to make valuable contributions to my hometown, which, in turn, creates a healthy feedback system. When I work for the benefit of those around me — plants, animals, and humans alike — their well-being contributes to my own well-being. This benefits all aspects of my life so even work continues to be a balanced and successful environment."

Preserving local history and building community

Matt C.

Account Executive, RELEX US

"I am the Chair of the High Bridge Historical Committee. This group runs our town's historical museum and the Solitude Heritage Association, a non-profit that preserves and restores local historic structures. We plan and run dozens of events per year, including town anniversary celebrations, picnics, jazz brunches, local vendor markets, museum open houses, and holiday events. It's fulfilling to help shape people's cultural experiences in our little town and support the public's historical awareness. I see it as an extension of the RELEX value that the Colleague is a Friend. By providing time for employees to give back, RELEX gives us an opportunity to be friends to our communities and extend this philanthropic reach globally."



Keeping kids engaged

Kevin H.

Junior Business Consultant, RELEX Germany

"In collaboration with the non-profit [CAJ](#) (known globally as the International Young Christian Workers organization), I have been organizing a week-long summer camp in my hometown for about 130 children since 2016. The week consists of various activities focused on a different theme each year. We perform theatrical sketches to illustrate the theme, and prepare games and activities to help kids engage with the message every day. The focus is very much on community and giving back to the people around you. Of course, the whole week is also about having a good time and making the kids happy! Doing something for the local community to bring a smile to children's faces helps me remember what is most important in life. This is why I appreciate having the opportunity to step away from work and volunteer."



Contributing to the technological community

Federico L.

DevOps Engineer, RELEX Finland

"I represented Wikimedia at the Free and Open Source Developers' European Meeting (FOSDEM), the largest conference of its kind. FOSDEM is a free, volunteer-run event that brings together software developers to collaborate and share new ideas. RELEX has employed some open-source software in its platforms, so this was a great opportunity to not only be a software user but also an active member of the development community. I was also excited to promote Wikimedia Commons, a multimedia database that is available as a free educational resource. Thanks to the charitable volunteering days, I also had time to contribute to this database, taking photos of important historical landmarks and monuments in Berlin."

Caring for animals

Ilona V.

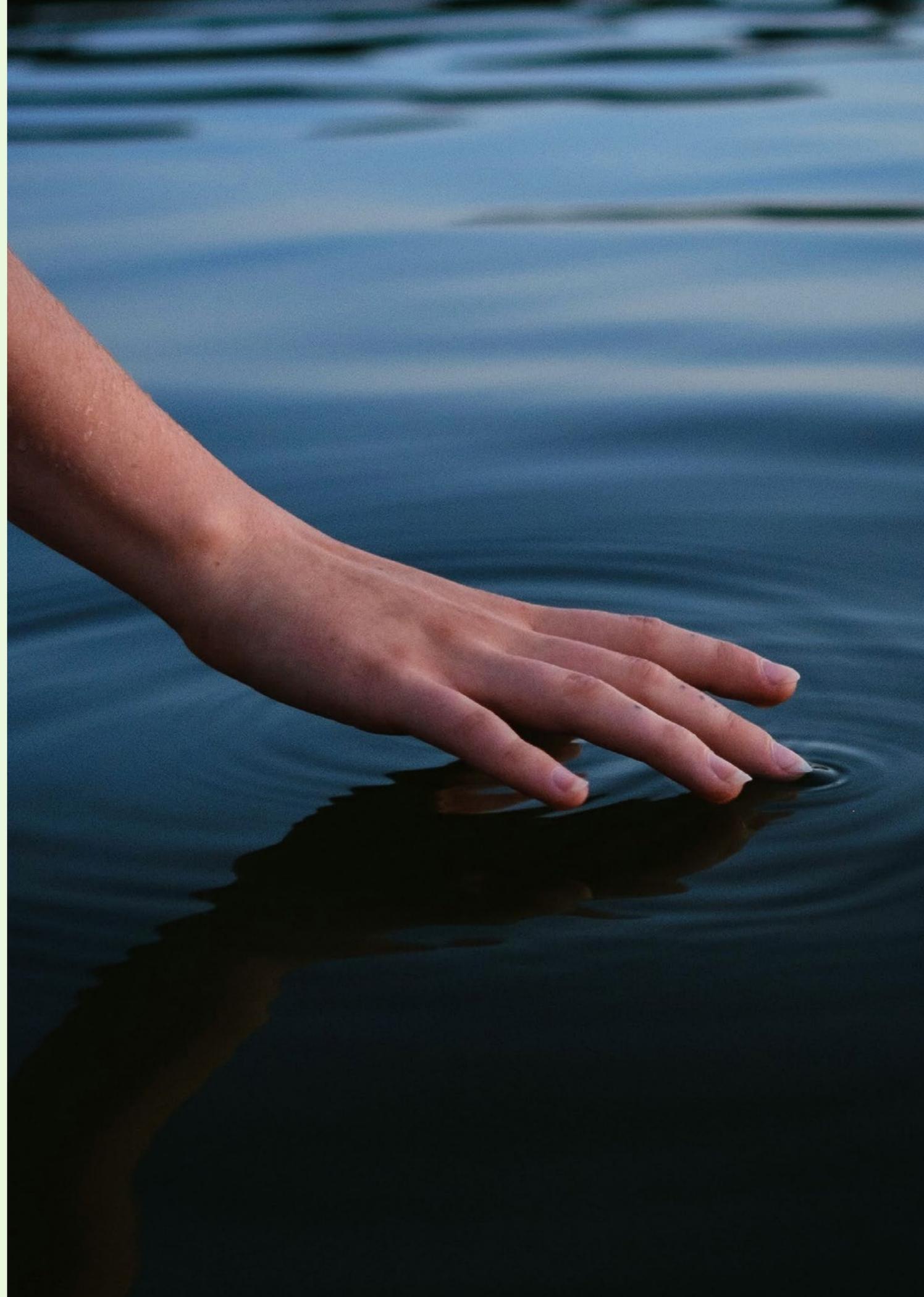
User Engagement & Community Manager, RELEX Finland

"I volunteered at [Tuulispää](#), a sanctuary in Southern Finland for about 100 farm and production animals who had nowhere else to go and were in danger of losing their lives. The work included various farm tasks, such as cleaning up stalls and feeding animals. Because the sanctuary relies partially on volunteers and many tasks need to be completed daily, one can see the impact of the work done. Tuulispää is a great place to see farm animals living happy lives, and I would highly recommend it to anyone interested in animal rights or animals in general. I'm grateful for the time RELEX gives its employees for this kind of work, and I'm proud to be part of a company committed to our social and environmental responsibility."



RELEX Foundation for a Better Future

RELEX Foundation for a Better Future aims to build better futures for generations to come, by fostering biodiversity, furthering climate change mitigation, as well as promoting human rights and increased equality across the world. Our role is to help the creators of better futures to succeed in their mission.



Nature. Climate. People.

The RELEX Foundation

“We are working to end habitat loss by 2030, foster biodiversity, and mitigate climate change and its impacts.”

Outi Kuittinen, RELEX Foundation CEO

Though it operates separately from RELEX Solutions, the RELEX Foundation was established in December 2022 by RELEX founders Mikko Kärkkäinen, Johanna Småros, and Michael Falck, along with Marko Nikula, one of the earliest RELEX employees.

“Our mission is to address the dual challenge of nature loss and climate change,” said Outi Kuittinen, CEO of RELEX Foundation. We are working to end habitat loss by 2030, foster biodiversity, and mitigate climate change and its impacts. We also understand that progress in environmental protection is sustainable only if it improves people’s lives. In addition to our focus on the environment, we support promoting equity and social inclusion for children and youth.”

In its first year of operation, the RELEX Foundation partnered with several organizations, supporting their work with nearly €900,000. Here are some of the environmental and social organizations and causes the Foundation has championed through its support:

- UNICEF’s new Climate, Environment, Energy & Disaster (CEED) Fund and its efforts to provide “climate-proofing” social services for children and educate youth in green skills.
- The Baltic Sea Action Group’s work promoting regenerative agriculture throughout Europe and fighting policy barriers that hinder improvement.

- The John Nurminen Foundation, which fights the release of harmful agricultural chemicals into the sea.
- Donations supporting CMI – Martti Ahtisaari Foundation’s Peace Fund, the UN’s World Food Programme, and Mediciens sans Frontiers.
- Mental health initiatives for youths, many of whom continue to struggle post-pandemic.
- The future of climate leadership, helping 600 young people attend the Climate Summit of the Finnish Youth to learn about the planet and influence its protection.

- School nature trips where children can learn about biodiversity while developing their relationship with nature.

After a busy first year, this is just the beginning, according to Kuittinen: “During these initial years, we get to refine our focus and role, tailoring our scope and resources to serve these initiatives best. We are thrilled to be collaborating with our first partners and learning how to work together to create a better future for the climate, nature, and people worldwide.”

Key Figures





KEY FIGURES

Environmental

1.1
Scope 1
GHG emissions
Metric tonnes

28.1
Scope 2
GHG emission
Metric tonnes

4,251.5
Scope 3
GHG emissions
Metric tonnes

4,280.6
Total GHG emissions

950,000
Carbon handprint (metric tonnes)

The positive impact achieved by reducing our customers' food waste.

280,000,000 kg
Food waste reduction

KEY FIGURES

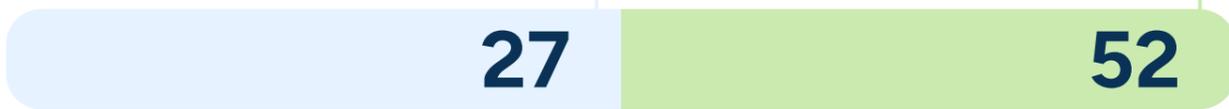
Social

Employee NPS.

Net promoter score measures how likely employees are to recommend a company.

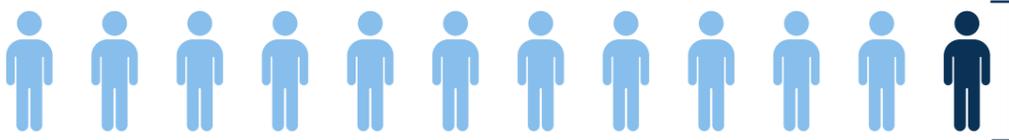
Technology industry benchmark 2023

RELEX



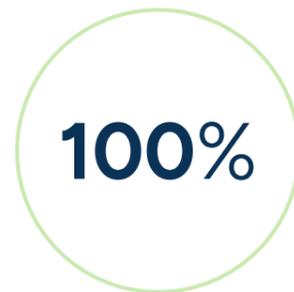
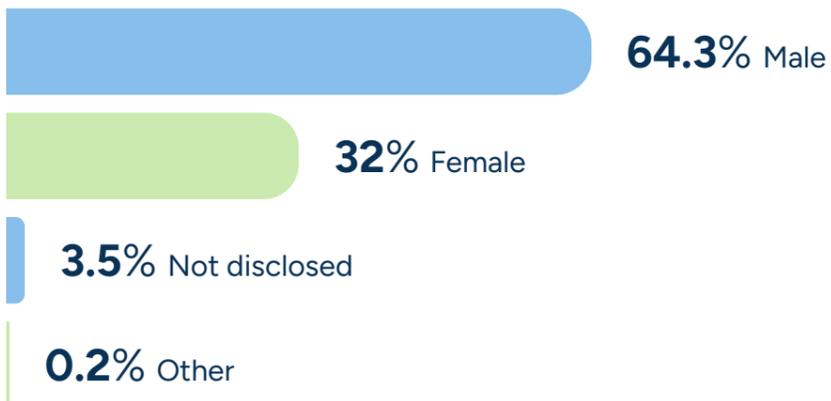
Headcount: 1,906

Nationalities employed: 83



Growth: 6.7%

Gender diversity %



Employees receiving regular performance development reviews

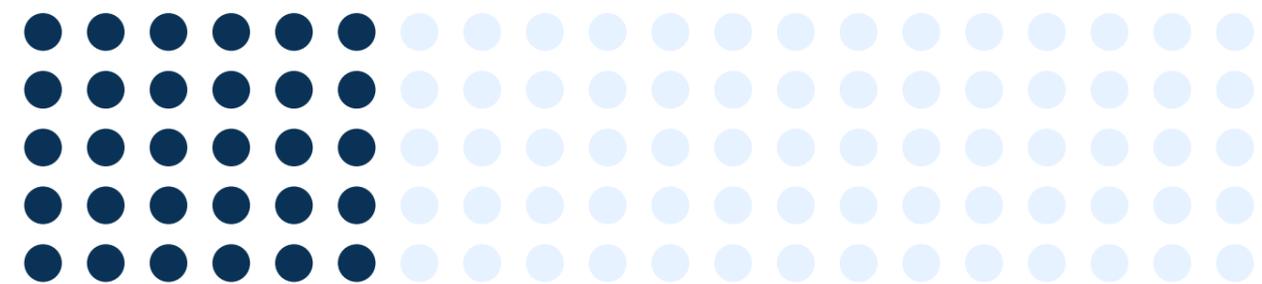
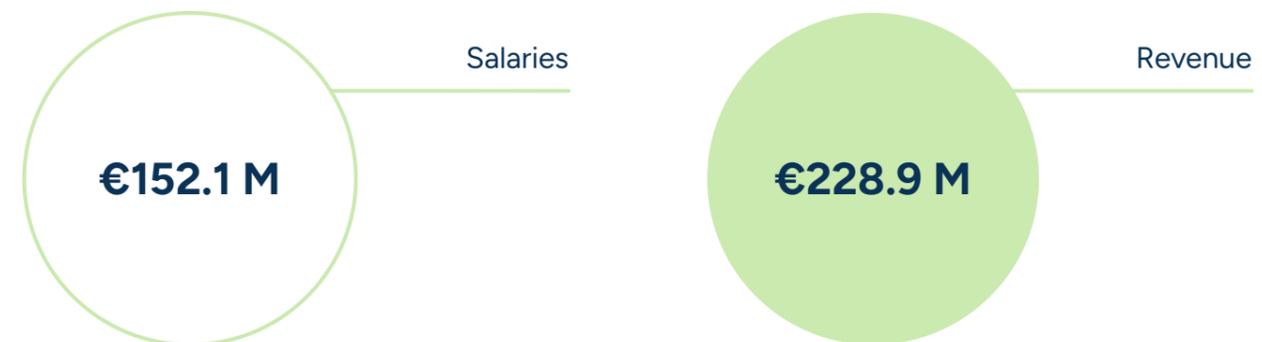




KEY FIGURES

Financial

Customer NPS score



29% R&D Expenses
(% of total revenue)

GRI Table



Disclosure Location/additional information

Statement of use RELEX Solutions has reported the information cited in this GRI content index for the period January 1 – December 31 of 2023 with reference to the GRI Standards.

GRI 1 used GRI 1: Foundation 2021

GRI 2: General Disclosures 2021

The organization and its reporting practices

2-1 Organizational details RELEX Solutions Group consists of the parent company Retail Logistics Excellence – RELEX Oy, headquartered in Helsinki, Finland and 18 subsidiaries worldwide.

At the end of 2023, the group had offices in Finland, Sweden, Norway, Denmark, Germany, the United Kingdom, France, Italy, Spain, Portugal, the United States, Hong Kong, Singapore, and Australia and customers in over 60 countries.

RELEX is a privately held company. For the leadership team and board members, see <https://www.relexsolutions.com/people/>

2-2 Entities included in the organization's sustainability reporting Entities included in the sustainability reporting for 2023 include Retail Logistics Excellence – RELEX Oy and its 18 affiliates worldwide.

2-3 Reporting period, frequency and contact point This sustainability report has been published on May 31st 2024.
The reporting period for this sustainability report is 1/1/2023 – 31/12/2023, the same reporting period as for the financial reporting. The report is published annually.

Contact point for questions about the report or reported information: Svante Göthe, Head of Sustainability, svante.gothe@relexsolutions.com

2-4 Restatements of information There are no restatements of information.

2-5 External assurance The information based on the statutory financial statements has been audited by KPMG Oy Ab. The GHG inventory has been conducted by Ramboll Finland Oy in accordance with the requirements of The GHG Protocol Corporate Accounting and Reporting Standard, The Corporate Value Chain (Scope 3) Standard, and any relevant supplementing guidance published by Greenhouse Gas Protocol.

Disclosure Location/additional information

Activities and workers

2-6 Activities, value chain, and other business relationships RELEX Solutions develops and provides comprehensive software solutions for supply chain and retail planning and optimization. Our solutions help retailers, wholesale companies, and consumer goods manufacturers align and optimize demand, merchandise, supply chain, and operations planning across the end-to-end value chain.

We have global reach through our offices and partner networks.

2-7 Employees Total number of employees per 31st of December 2023: 1,906

Female: 609 (32.0%)

Male: 1,224 (64.3%)

Other: 5 (0.2%)

Not disclosed: 67 (3.5%)

Employees per contract and employment type:

Employment contract	Female	Male	Other	Not disclosed	Total
Permanent	601	1219	5	66	1891
Temporary	8	6	1		15
Employment type					
Full-time	570	1194	5	63	1832
Part time	39	31	4		74

2-8 Workers who are not employees At the end of 2023, RELEX had 76 contractors (headcount). The largest number (37%) of contractors are in the Product and Technology functions, working with software development.

Disclosure	Location/additional information
Governance	
2-9 Governance structure and composition	<p>RELEX has adopted a one-tier governance model in which shareholders hold the greatest decision-making power. They exercise it at the Annual General Meeting, when shareholders vote to elect the Company's Board of Directors as well as its Auditor. At the General Meeting, the Board of Directors submits proposals regarding the number of seats, election processes, and board member payment to voting shareholders. As the shareholder-elected controlling body, RELEX's Auditor plays an important role as well.</p> <p>It is the responsibility of the Board of Directors to oversee the proper administration and organisation of the Company. To further this goal, the Board has committees dedicated both to audits and compensation. These committees focus on issues related to the Company's financial reporting, control, remuneration, and other related subjects.</p> <p>The Board of Directors is also responsible for the appointment of the Company's managing director; at RELEX, this role is called the Group CEO. The Group CEO in turn is supported by the RELEX Leadership Team.</p> <p>For more information, please see https://www.relexsolutions.com/people/</p>
2-10 Nomination and selection of the highest governance body	The Board of Directors submits the proposal for members to sit on the Board. The largest shareholders nominate their candidates for the Board of Directors to ensure their views are represented. They consider relevant factors such as member competencies, independence, and diversity in their proposals. At the General Meeting, all shareholders present select the Board members by vote.
2-11 Chair of the highest governance body	The chair of the Board of Directors is not a senior executive in the organization.
2-12 Role of the highest governance body in overseeing the management of impacts	The RELEX Board of Directors makes decisions guiding RELEX's overall strategy and goals, including on the topic of sustainable development. The Board also approves RELEX's major governance policies, such as the Code of Conduct and Business Ethics.

Disclosure	Location/additional information
2-13 Delegation of responsibility for managing impacts	<p>RELEX has appointed the following C-level ownership for ESG matters: Chief Sustainability Officer – Environmental; Chief People Officer – Social; and Chief Financial Officer – Governance/Economic.</p> <p>To ensure economic, environmental, and social matters are considered by RELEX employees with the greatest expertise regardless of employment level, RELEX has a decentralized approach to drive better results. With management support, each function evaluates the opportunities and risks within their own area.</p>
2-14 Role of the highest governance body in sustainability reporting	The material topics for this report have been reviewed and approved by the Board of Directors in December 2023. The full report has been reviewed and approved by the Board of Directors in May 2024.
2-15 Conflicts of interest	<p>RELEX has adopted a Code of Conduct (approved by the Board of Directors) to promote honest and ethical conduct, including the ethical handling of actual or apparent conflicts of interest. According to the Code of Conduct, RELEX expects each representative to avoid any actions that may lead to a conflict of interest between the personal interests of the representative and the interest of the company. Each representative is required to disclose any personal interests that may affect their judgment in business-related matters or otherwise create a conflict of interest. The Code of Conduct also includes clear rules for seeking authorization or approval in case of potential conflicts of interest.</p> <p>Furthermore, the following members of RELEX leadership are required annually to disclose any transactions that they (or their close family member or a company controlled by them) made with any of the RELEX group companies (related-party transactions):</p> <ul style="list-style-type: none"> • All board members of the parent company • Leadership team members • Board members and directors of any RELEX subsidiaries • Individuals who hold a procuration
2-16 Communication of critical concerns	<p>RELEX has implemented a whistleblowing channel that all employees, partners, and others who suspect wrongdoings at RELEX can use to report their concerns. In accordance with the Whistleblowing Policy, the incidents made to the whistleblowing channel in accordance with the Whistleblowing Policy will be reported to the Audit Committee of the RELEX Board of Directors.</p> <p>In 2023, there were no incidents reported to the Audit Committee.</p>

Disclosure	Location/additional information
2-19 Remuneration policies	<p>Our executive compensation plans are composed of base salary, annual bonus plans, and option programs. There are no special employment benefits for the executive team.</p> <p>RELEX executive bonus plans are structured and approved by the RELEX Compensation Committee to help achieve business targets and retain key leaders at RELEX. The goal is to maintain RELEX's financial and strategic health now and into the future by setting the right targets for measuring success.</p> <p>The compensation for the Board of Directors is determined by the General Meeting.</p>
2-20 Process to determine remuneration	<p>Our RELEX Compensation & Benefits handbook describes our remuneration policies and our process for determining remuneration. It was first reviewed by the RELEX Management Team, then presented to the RELEX Compensation committee for approval on September 9, 2021. RELEX has access to compensation benchmark reporting via global online tool subscriptions.</p>
Strategy, policies and practices	
2-22 Statement on sustainable development strategy	<p>See Letter from our CEO, pages 4-5.</p>

Disclosure	Location/additional information
2-23 Policy commitments	<p>RELEX has adopted a Code of Conduct and Business Ethics to:</p> <ul style="list-style-type: none"> Promote honest and ethical conduct, including the ethical handling of actual or apparent conflicts of interest. Promote full, fair, accurate, timely, and understandable disclosure in reports and documents that the company files with, or submits to, any governing body and in other public communications made by the company. Promote compliance with applicable governmental laws, rules, and regulations. Promote the protection of company assets, including corporate opportunities and confidential information. Promote fair dealing practices. Deter wrongdoing. Ensure accountability for adherence to the code. <p>Additionally, RELEX has also adopted an Anti-Bribery & Anti-Corruption Policy. The policy aims to reduce the risk of corruption and bribery from occurring in activities at RELEX. It also acts as a guideline for those who work with RELEX and helps recognize, prevent, and deal with bribery and corruption.</p> <p>The Code of Conduct and Anti-Bribery and Anti-Corruption Policies apply to all employees at all levels of the RELEX organization globally. All directors, officers, and employees (whether permanent, temporary, or fixed-term, including interns, trainees, freelancers, agency workers, and other hired personnel) are required to be familiar with the Code of Conduct and the Anti-Bribery and Anti-Corruption Policies, comply with their provisions, and report any suspected violations.</p> <p>Both policies have been approved by the RELEX Board of Directors. Both policies and other information are available online: https://www.relexsolutions.com/corporate-responsibility/</p> <p>RELEX has also adopted a Supplier Code of Conduct to enforce ethical topics in RELEX partner and supplier operations.</p> <p>In accordance with annual practice, RELEX published its Modern Slavery Statement for the previous year, outlining the ways in which RELEX is committed to ensuring modern slavery and human trafficking will not be tolerated within our supply chain. https://www.relexsolutions.com/modern-slavery-statement/</p> <p>In 2023, RELEX implemented a new third-party due diligence tool and KYB (Know Your Business) policy. RELEX will conduct due diligence checks of its vendors, partners, consultants, and any other third parties according to the new procedure, including sanctions, adverse media checks, and Supplier Code of Conduct attestation.</p>

Disclosure	Location/additional information
2-24 Embedding policy commitments	<p>RELEX has a decentralized approach to its ethical and legal policy commitments, which means that each function within RELEX is responsible for ensuring compliance in its own operations. This effort is led by the C-level officer in each function.</p> <p>RELEX has implemented company-wide mandatory trainings on its legal and ethical policies. Each employee must perform the training once every two years. In addition to the training, RELEX also provides further information on the policies via its employee intranet to support their understanding of ethical and legal practices.</p> <p>In 2024, RELEX is planning to continue development of ethical and legal compliance by further strengthening our know your business partner (“KYB”) processes.</p>
2-26 Mechanisms for seeking advice and raising concerns	<p>RELEX is committed to legal and ethical conduct and promotes integrity, corporate responsibility, and fair practices. All employees, partners, and others who may become aware of suspected violations at RELEX in the course of their work are encouraged to use our whistleblowing channel to voice their concerns. The whistleblowing channel is available online.</p> <p>For more information, visit: https://www.relexsolutions.com/whistleblowing-channel/</p>
2-27 Compliance with laws and regulations	<p>There have been no significant instances of non-compliance with laws and regulations, and no fines were paid during the reporting period.</p>

Disclosure	Location/additional information
Stakeholder engagement	
2-29 Approach to stakeholder engagement	<p>The primary RELEX stakeholder groups are its customers, employees, shareholders, partners, technology suppliers, and the local communities in which we operate.</p> <p>Customers</p> <p>We strive to establish strong, supportive relationships with each of our customers as we help them achieve success both now and into the future. This begins in the sales phase, in which we lay the foundation for a long-lasting partnership. We engage with our customers in many ways. In addition to operative engagement in the project and service phases, we have:</p> <ul style="list-style-type: none"> • Regular meetings on both the tactical and strategic levels. • Senior leadership forums such as the Customer Advisory Board and CIO Council. • The RELEX Community platform, where customers can come together to ask questions, share and discuss insights, and find RELEX knowledge, including product updates and best practices. • Seminars, roundtables, super-user forums, and other types of live events. • Customer surveys conducted twice a year (NPS). <p>Employees</p> <p>We want to maintain a low-hierarchy environment in which colleagues treat each other as equals and where no boundaries limit who can approach leadership with ideas or be involved in important conversations. Our guiding principle is to ‘respect expertise but question all authority.’ To continuously improve as an employer, it’s important for us to empower employees to raise their questions and concerns. The main mechanisms for this are:</p> <ul style="list-style-type: none"> • Bi-weekly pulse surveys to track the well-being of our employees. • Yearly comprehensive employee surveys to identify challenge areas that RELEX can improve on (eNPS). • Weekly company-wide meetings where both senior leadership and other employees share topical news; all employees are encouraged to interact and ask questions. • Yearly development discussions (see 404-3).

Investors

RELEX is a privately held company. In addition to the major owners (professional investors and the co-founders), hundreds of RELEX employees own shares in the company. We provide all shareholders with information in accordance with the Finnish Limited Liability Companies Act. In addition, we strive to continuously update all shareholders on key developments.

Partners

We partner with an increasing number of consulting companies, system integrators, and product extension partners globally across the customer lifecycle and on joint product offerings. We seek win-win-win opportunities in which our customers see increased value through our partnerships and where all parties can mutually grow. We offer our partners trainings and support and hold regular strategic meetings with them, like we do with our customers. Our partner model is built on fair treatment and communication.

Technology suppliers

We want to create an environment in which both parties find long-term success. Our primary tool to create this environment is successful vendor management. We believe that vendor management should establish, maintain, monitor, and evaluate vendor relationship to reduce risks, deliver improvements to vendor performance, drive greater levels of innovation, increase business possibilities, and drive competitive advantages for RELEX.

Local communities

We aim to be good corporate citizens. This includes paying taxes and following local rules and regulations. For more information on our tax policies, see disclosures 207-1 and 207-2. RELEX has a charitable volunteering policy, which enables each employee to spend two paid days per year on charitable volunteering. Please see pages 13-19 for highlights from 2023.

2-30 Collective bargaining agreements

In Finland, France, Spain, Portugal, Italy, and Sweden, 100% of our employees are covered by collective bargaining agreements. This equates to 56% of our total employees.

GRI 3: Disclosures on material topics

3-1 Process to determine material topics

In 2021, RELEX conducted a project with an external consultancy in which we assessed the materiality of the reported topics and GRI disclosures. In 2023, there were no material changes to our business that would have caused the need to redetermine the material topics. We also regularly engage our customers on ESG topics as a part of our regular cadence of discussions. The disclosures deemed as material have been included in this report.

During 2024, RELEX will conduct a double materiality analysis in accordance with the EU Corporate Sustainability Reporting Directive (CSRD).

3-2 List of material topics

The main material topics we have identified are:

Environmental

- Producing our SaaS in a sustainable way
- Positive environmental impacts through our customers (our carbon handprint)

Social

- Taking care of our employees (family-friendliness, well-being, DE&I)
- Good corporate citizenship

Governance

- Ethical and legal conduct

Economic

- Tax principles

We have carefully examined and assessed the materiality of all GRI disclosures in the preparation of this sustainability report. All subtopics and disclosures that we have chosen to report on are seen as material.

3-3 Management of material topics

Producing our SaaS in a sustainable way

Data center energy consumption accounts for roughly 2% (and growing) of global electricity use. For RELEX, data center electricity stands for 77% of our total electricity use across Scopes 2 and 3. To minimize the environmental impact, we are committed to using renewable energy in our data centers, either directly or through Energy Attribute Certificates (EACs). To find out more about this and other commitments RELEX has made to environmental matters in our operations, please see our environmental policy (<https://www.relexsolutions.com/environmental-policy/>) and disclosures under GRI 300 – Environmental.

Our carbon handprint

With roughly one-third of the world’s food supply going to waste every year and crucial CO2 reduction targets on the horizon, it’s more important than ever to look at the supply chains that feed us and optimize them for a greener future. We help our customers save more than 280,000,000 kg of food waste each year - the impact of which is the same as preventing over 950,000 tons of CO2 equivalents annually. In addition to reducing food waste, we have also witnessed positive changes in other areas of our customers’ businesses. Increased planning accuracy and optimized deliveries lead to more efficient use of transport capacity – ultimately reducing transport emissions as well. For more information, see <https://www.relexsolutions.com/sustainability/>.

Taking care of our employees

We recognize that working in a high-growth company could easily lead to a stressful work environment. We therefore take active measures to ensure sure our employees are able to maintain a healthy work-life balance. The health and wellbeing of all RELEXians is a top priority in our company, and we offer our employees various tools and channels for both mental and physical well-being. See disclosures under GRI 400 – Social for more information.

Good corporate citizenship

2023 has been yet another challenging year, proving that it’s more important than ever for companies to take social responsibility. We continued our tradition of organizing winter holiday charitable endeavors in all our offices worldwide. We are also happy to see that our Charitable volunteering policy, which allows our employees to take two paid days off from work every year to volunteer, is widely used. See pages 16-21 for stories on how RELEXians across the world chose to engage with their communities and the causes closest to their hearts.

Ethical conduct

RELEX is committed to legal and ethical conduct and promotes integrity, corporate responsibility, and fair practices. See <https://www.relexsolutions.com/corporate-responsibility/> for more information and our policies on corporate responsibility, as well as disclosures under GRI 2 – General and GRI 200 – Economic.

Tax principles

We want to ensure a high quality of tax compliance in every jurisdiction in which we operate. Please see our tax principles and governance in disclosures 207-1 and 207-2.

GRI 200: Economic

Economic Performance

201-1 Direct economic value generated and distributed January 1 – December 31, 2023 (EUR M) for RELEX Group

Direct economic value generated	229.0
Revenue	228.9
Other operating income	0.1
Economic value distributed	257.6
Materials & services	7.5
Personnel expenses	177.5
D&A	9.8
Other operating expenses	62.8
Economic value retained	-28.6

201-2 Financial implications and other risks and opportunities due to climate change See Letter from our CEO, page 4-7

Indirect Economic Impacts

203-2 Significant indirect economic impacts Delivering measurable value to our customers is one of the core RELEX values. Through more accurate forecasting and optimized use of inventory, capacity, and resources, we make a positive impact on business KPIs such as shelf availability, spoilage, inventory turnover, and sales.

For case studies, please see <https://www.relexsolutions.com/resources/?resource-type=case-study>.

Anti-corruption

205-1 Operations assessed for risks related to corruption No specific assessment has been conducted. Corruption risk is considered part of the overall risk management framework. Additionally, RELEX management makes overall risk assessments when entering new markets where risks relating to corruption are taken into consideration.

Disclosure **Location/additional information**

205-2 Communication and training about anti-corruption policies and procedures

RELEX maintains Code of Conduct and Anti-Bribery & Anti-Corruption policies. RELEX has implemented company-wide mandatory trainings on those policies using our Learning Management System, which enables us to reach 100% of our employees.

Code of Conduct: <https://www.relexsolutions.com/code-of-conduct/>

Anti-Bribery & Anti-Corruption Policy: <https://www.relexsolutions.com/anti-bribery-and-anti-corruption-policy/>

205-3 Confirmed incidents of corruption and actions taken

No incidents reported in 2023.

Tax

207-1 Approach to tax

RELEX Tax Principles:

- We follow all relevant local laws and regulations, as well as the OECD Transfer Pricing Guidelines.
- The material business decisions take into account the feasible tax solutions.
- We do not use tax havens, low tax jurisdictions, or other such arrangements for the purpose of avoiding taxes.
- We ensure a high quality of tax compliance in every jurisdiction in which we operate.
- We maintain open and honest relationships with the tax authorities.

207-2 Tax governance, control, and risk management

RELEX approach to tax governance, control, and risk management:

- We see tax governance as a part of general corporate and financial governance.
- Tax accounting is part of our financial accounting.
- Tax reporting has a direct audit trail to our financial accounting.

Disclosure **Location/additional information**

GRI 300: Environmental

Energy

302-1 Energy consumption within the organization

Type	MWh
Electricity, renewable	851.0
Electricity, non-renewable	0.0
Heating & cooling, renewable	439.4
Heating & cooling, non-renewable	255.6
Total	1546.0

302-2 Energy consumption outside of the organization

Type	MWh
Electricity, cloud computing	2893.0
Heating & cooling, cloud computing	840.1
Total	3733.1

302-3 Energy intensity

The energy intensity for 2022, calculated as MWh / M€ revenue:

Source	Energy intensity
Within the organization	6.8
Outside of the organization	16.3
Total	23.1

Disclosure Location/additional information

302-4 Reduction of energy consumption In 2023, we saw a 35% decrease in energy intensity within the organization and a 28% decrease outside of the organization. There are several contributing factors behind this trend, but the most significant are:

- Growth in revenue has been significantly higher than headcount and office space growth
- Continuous effort to improve the software’s calculation efficiency
- Continuous effort to improve our data gathering efforts

Water and Effluents

303-5 Water consumption The table below shows an estimate of the water consumption in our offices for 2023, in megaliters. The numbers have been attained by estimating the RELEX share of the building’s water consumption at our HQ in Finland and extrapolating the result to our global offices. The numbers are divided into water stress areas, as defined by the World Resources Institute (<https://www.wri.org/data/water-stress-country>).

Water stress level	Consumption (ML)
Low to medium stress	2.69
Medium to high stress	1.04
High stress	0.30
Total	4.02

Emissions

305-1 Direct (Scope 1) GHG emissions All values in disclosures 305-1, 305-2, and 305-3 are reported in metric tonnes CO2e. The GHG inventory has been conducted in accordance with the requirements of The GHG Protocol Corporate Accounting and Reporting Standard, The Corporate Value Chain Standard, and any relevant supplementing guidance published by the Greenhouse Gas Protocol. Both primary data (26.3% of the total emissions) and secondary data (73.7%) have been used to compile the GHG inventory.

GHG Protocol Scope	tCO2e (% of total emissions)
1-5 Vehicles controlled by the reporting company	1.1 (0.02%)
Total	1.1 (0.02%)

Disclosure Location/additional information

305-2 Energy indirect (Scope 2) GHG emissions

GHG Protocol Scope	tCO2e (% of total emissions)
2-1 Purchased electricity	0.0 (0.0%)
2-2 Purchased district heat	28.1 (0.7%)
Total	28.1 (0.7%)

305-3 Other indirect (Scope 3) GHG emissions

GHG Protocol Scope	tCO2e (% of total emissions)
3-1 Purchased goods and services	509.7 (11.9%)
3-3 Fuel and energy-related activities	257.1 (6.0%)
3-6 Business travel	2529.5 (59.1%)
3-7 Employee commuting	569.2 (13.3%)
3-8 Upstream leased assets	386.0 (9.0%)
Total	4251.5 (99.3%)

305-4 GHG emissions intensity

The GHG emissions intensity for 2022, calculated as metric tonnes CO2e / M€ revenue:

Scope	Emissions intensity
Scope 1 and 2	0.1
Scope 3	18.6
Total	18.7

305-5 Reduction of GHG emissions

Consistent with our forecasts, which considered both growth of business and expansion of our GHG accounting scope, total GHG emissions increased by 13%, rising from 3,777 tons in 2022 to 4,281 tons in 2023. The increase of our emissions was significantly lower than our revenue growth (32%), which led to a 14% decrease in our emission intensity, compared to 2022.

In 2023, the coverage of our carbon accounting was increased in three areas:

- In Scope 3-6, we switched to a spend-based method to better capture all business travel.
- Scope 3-7 Employees commuting was included in the calculation.
- Coffee and office supplies were included in Scope 3-1.

These changes are a part of our continuous efforts to improve our emission calculation. Notably, for 2023, we have successfully integrated over 70% of scope 3 emissions into our calculations. While expanding the scope of our calculations, we remain steadfast in our commitment to reducing emissions intensity on a yearly basis.

Disclosure **Location/additional information**

Waste

306-1 Waste generation and significant waste-related impacts

In our operations, waste is primarily generated from two sources:

- Office waste such as food waste, paper, cans, bottles, etc. Total office waste amounts are reported under GRI 306-3, 306-4, and 306-5.
- IT hardware and equipment that reaches the end-of-life/leasing period (mainly servers, laptops, and mobile phones)

306-2 Management of significant waste-related impacts

Regarding IT hardware & equipment, the following measures are in place:

- INFRA/OEM and End User Computing (EUC): All our IT hardware (servers, laptops, and displays) are returned to the hardware leasing/selling company or recycled via Vendor Asset Resale & Recovery (ARR) services following the local regulations.
- Mobile devices: In Finland, all our End of Life (EOL) mobile phones/devices are returned to the Devices as a Services (DaaS) provider for re-use (selling/recycling), following local regulations. In other countries, we have collected EOL mobile phones/devices until they are recycled via Vendor Asset Resale & Recovery (ARR) services following the local regulations.

Regarding waste management in our offices:

- We aim to meet local recycling standards at all offices and have already reached a very good level of compliance. However, recycling levels depend greatly on the recycling options provided by the buildings in which we lease our offices. In 2023, we made further improvements in our offices worldwide, introducing recycling bins in offices that didn't yet meet local standards, and educating and informing our employees on proper recycling practices.
- In addition, 2023 saw many of our offices introduce programs for swapping items that the employees no longer use, such as clothing, books, and toys.

306-3 Waste generated

The table below shows waste by composition, in metric tons (t) for 2023.

The amounts for HQ in Finland have been estimated from total building statistics, since RELEX waste is not weighed separately. The global amounts have been extrapolated from HQ amounts, and should therefore only be seen as rough estimates.

Waste group	Finland (HQ)	Global
Mixed waste	6.50	13.77
PET bottles and cans	1.99	4.22
Bio waste	1.30	2.75
Garden waste	0.89	1.89
Cardboard	0.75	1.59
Glass packaging	0.52	1.10
Confidential material	0.36	0.76
Paper	0.32	0.68
Electronic waste	0.17	0.36
Energy waste	0.16	0.34
Hazardous waste	0.08	0.17
Metal packaging	0.02	0.04
Total	13.06	27.67

306-4 Waste diverted from disposal

The table below shows waste diverted from disposal by composition, in metric tons (t) for 2023.

The amounts for HQ in Finland have been estimated from total building statistics, since RELEX waste is not weighed separately. The global amounts have been extrapolated from the HQ amounts and should only be seen as rough estimates.

Waste group	Finland (HQ)	Global
PET bottles and cans	1.99	4.22
Bio waste	1.30	2.75
Garden waste	0.89	1.89
Cardboard	0.75	1.59
Glass packaging	0.52	1.10
Confidential material	0.36	0.76
Paper	0.32	0.68
Electronic waste	0.17	0.36
Hazardous waste	0.08	0.17
Metal packaging	0.02	0.04
Total	6.40	13.56

Waste diverted from disposal by recovery operation, in metric tons (t).

Waste type	Recovery operation	%
Hazardous waste	Recycling	100
Non-hazardous waste	Recycling	100

Disclosure Location/additional information

306-5 Waste directed to disposal The table below shows waste directed to disposal by composition, in metric tons (t) for 2023. The amounts for HQ in Finland have been estimated from total building statistics, since RELEX waste is not weighed separately. The global amounts have been extrapolated from the HQ amounts and should only be seen as rough estimates.

Waste group	Finland (HQ)	Global
Mixed waste	6.50	13.77
Energy waste	0.16	0.34
Total	6.66	14.11

Waste diverted from disposal by recovery operation, in metric tons (t).

Waste type	Recovery operation	%
Non-hazardous waste	Incineration with energy recovery	100

Supplier Environmental Assessment

308-1 New suppliers that were screened using environmental criteria Environmental aspects have been taken into consideration in our procurement strategies for different RELEX functions. In 2023, we implemented a new third-party due diligence tool and KYB (Know Your Business) policy. RELEX will conduct due diligence checks of its vendors, partners, consultants, and any other third parties according to the new procedure, including sanctions, adverse media checks, and Supplier Code of Conduct attestation.

308-2 Negative environmental impacts in the supply chain and actions taken No significant actual and potential negative environmental impacts have emerged in the supply chain.

Disclosure Location/additional information

GRI 400: Social

Employment

401-1 New employee hires and employee turnover New employee hires (2023)
Total number of new hires: 317
Total rate of new hires: 16.6%

Gender

Female	Male	Other
34.5%	65.2%	0.3%

Age group

<30 years	30-50 years	>50 years
28.6%	58.6%	12.8%

Employee turnover (2023): 9.7%

Employee turnover is calculated as the number of employees who left the company in 2023 divided by the average headcount in 2023.

401-3 Parental leave At RELEX, we actively promote a healthy work-life balance and believe it's important for employees to take time off to be with their children. In all countries where we operate, our personnel are entitled to family leaves (maternity, paternity, parental, and childcare leave). In most countries, we offer benefits superior to the national standard; in the US, for example, we provide three months of fully paid parental leave. We are especially pleased that men are also active in taking parental leaves, as is shown in our statistics:

Total number of employees that took parental leave:

Total number: 209

Female: 69

Male: 132

Not disclosed: 8

Disclosure Location/additional information

Occupational Health and Safety

403-1 Occupational health and safety management system	We aim to follow all necessary occupational health and safety guidelines required by local regulations, laws, and standards. All employees and workers who are not employees are to follow the health and safety guidelines given.
403-3 Occupational health services	<p>We aim to offer all necessary occupational health services required by local regulations and standards. We are continuously evaluating and developing the preventive focused services we are providing to our employees.</p> <p>Our global wellbeing model focuses on early support processes, which aim to tackle potential issues as early as possible and offer guidance to team members and team leads in related situations.</p> <p>To collect up-to-date feedback about employee wellbeing, we conduct a global bi-weekly pulse survey. In addition to that, a comprehensive annual employee survey is also conducted to identify and minimize risks.</p> <p>The local occupational healthcare provider may also conduct their own health surveys to identify local risks and minimize them through mutually agreed actions. This is a standard procedure with the Finnish company's healthcare provider, for example.</p>

Disclosure Location/additional information

Training and Education

404-2 Programs for upgrading employee skills and transition assistance programs	<p>As RELEX continues to expand operationally and organizationally, we want to make sure that we continue to grow and develop our RELEXians. The major focus areas for learning in 2024 are:</p> <ul style="list-style-type: none"> • Developing and maturing our consultants' capabilities to adapt to ever-expanding market challenges while maintaining high quality through structured, scalable learning & development programs. <p>As RELEX grows and our customer base adds larger organizations across many sectors, it is critical to maintain an efficient, professional, and highly skilled team to deliver our solutions while focusing on management levels, system, and consulting proficiency.</p> <ul style="list-style-type: none"> • Improve the user experience of our learning management system (LMS) Skills Academy by creating a centralized platform for employees, contractors, and partners to access courses, training materials, and resources relevant to their roles and career progression. Offer role-based learning plans to support employee growth, fill skill gaps, and meet role requirements. • Create more transparency in partner consultant skills by extending the certification offering and by certifying 100 partner consultants. • Clarifying leadership expectations for all levels of leadership and enabling them to lead their teams' performance more accurately and efficiently. We will focus on creating more balance between team leads' people management and expert responsibilities and developing their skills in performance management. • Integrating the RELEX general onboarding journey with functional onboarding where resources allow. The RELEX onboarding journey begins with a general, cultural perspective on the organization and how overall functions work together to successfully execute RELEX strategy. Functional onboarding continues the journey with explanations of role-specific responsibilities and how roles contribute to their teams' work. In 2024, we aim to continue developing a more integrated journey through supportive communications. <p>Additionally, RELEXians can take part in tailored functional and team-level sessions to suit specific business and development needs. In 2024, we are investing in clearer communication, and we aim to establish some learning guidelines both for tailored programs and sessions as well as for sponsored education and other individual learning opportunities.</p>
404-3 Percentage of employees receiving regular performance and career development reviews	<p>100% of RELEX employees receive regular performance and career development reviews. A core part of the employee development process is our annual firmwide 360-degree feedback review, in which all employees globally are asked to evaluate themselves and people they frequently work with on an upward, downward, and peer basis. These evaluations enable RELEX and its employees to understand how they have performed over the past year and how they can continue to grow. Once review submissions have been consolidated and evaluated, each employee meets with their manager to discuss key strengths, areas of development, achievements over the past year, and goals for the year ahead.</p>

Diversity and Equal Opportunity

405-1 Diversity of governance bodies and employees

Data as of December 31, 2023.

Board of Directors

Gender

Female	Male
13%	87%

Age group

30-50 years	>50 years
87%	13%

Leadership team

Gender

Female	Male
30%	70%

Age group

30-50 years	>50 years
90%	10%

405-1 Diversity of governance bodies and employees

Employees

Gender

Female	Male	Other	Not disclosed
32%	64.3%	0.3%	3.5%

Age group

<30 years	30-50 years	>50 years
20.6%	69.7%	9.0%

Ethnicity (US only)

Ethnicity	Percentage
Caucasian	64.8%
Asian	13.4%
African American	11.6%
Hispanic	6.2%
Two or more races	4.1%

405-2 Ratio of basic salary and remuneration of women to men

We take pay equality very seriously; our guiding principle is to pay fair, equitable market-level salaries according to country standards, individual experience, and job role. We regularly monitor salary levels to make sure this is the case, and any outliers are dealt with on a case-by-case basis.

Our most recent salary analysis conducted in January 2023 shows that there is no statistically significant difference in pay between genders within the same job titles. Salary analytics are conducted every two years.

Non-discrimination

406-1 Incidents of discrimination and corrective actions taken

In 2023 there was one reported incident of discrimination. This incident was reviewed by the organization and a remediation plan was implemented. The incident is no longer subject to action.

Supplier Social Assessment

414-1 New suppliers that were screened using social criteria

We have not yet applied any formal social criteria toward supplier assessment. However, ethical business practices, labor standards, human rights, and health & safety have been taken into consideration in procurement strategies for different RELEX functions. In 2022, we included Supplier Code of Conduct as part of our formal bidding process.

In 2023, we implemented a new third-party due diligence tool and KYB (Know Your Business) policy. RELEX will conduct due diligence checks of its vendors, partners, consultants, and any other third parties according to the new procedure, including sanctions, adverse media checks, and Supplier Code of Conduct attestation.

414-2 Negative social impacts in the supply chain and actions taken

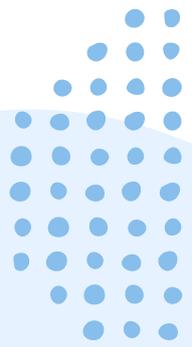
No significant actual and potential negative social impacts have emerged in the supply chain.

Customer Privacy

418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data

There were no substantiated complaints concerning breaches of customer privacy and losses of customer data in 2023. Nonetheless, RELEX has undertaken proactive measures in 2023 to strengthen its related privacy and security processes.





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