

# IMPACT REPORT 2022

## → Our Vision

In an unprecedented era, where humanity faces greater and more urgent challenges than ever before, we firmly embrace the transformative power of collaboration. We recognize that true progress lies in fostering synergy among organizations and individuals, transcending geographical boundaries and bridging gaps between global and local communities. We strive to bring diverse expertise, perspectives, and resources together, aligning efforts for the greater good.

## → Our Mission

With cutting-edge technology, we create inclusive digital environments that break down barriers and make cooperation more seamless and efficient. Together, we can not only face the formidable challenges of our time but also unlock the immense potential to build a brighter and more harmonious future for all of humanity. Let us unite in our commitment to collaboration and forge a path towards a better world for generations to come.

## 1. Our Work

We exclusively work for organizations that are purpose driven and we work on projects that directly contribute to their positive impact. Our focus is on areas where we can make a difference, such as digital inclusion, equality, sustainability, participation, education, and healthcare.

**95% purpose driven clients:** Our commitment has always been to work on meaningful projects. Recently, we began quantifying the number of purpose-driven clients we serve, which is 95% in 2022.

**5% of our revenue donated:** This year, we have allocated 5% of our total revenue to carefully selected social projects in the form of discounts, pro bono work, and volunteer efforts.

**Customer Satisfaction surveys:** We've completed surveys, receiving an average score of 7.6, aiming to enhance our collaboration with clients continuously. These surveys also help us gauge how much our efforts contribute to our clients' positive outcomes.

**Quality Guaranteed:** Our ISO 9001 certifies our consistent and high-quality service to customers, adhering to strict requirements, process control, and continuous improvement.

**Secure information:** ISO 27001 serves as an information security management system, protecting confidential information of customers and stakeholders, data breaches, and security risks.

**Human centered design:** We have enhanced our approach with more internal expertise, methodology and practices. Additionally, we now provide clients with roadmaps that prioritize continuous user feedback throughout the project.

## 2. Our People

Our people are our greatest strength and we therefor prioritize the cultivation of exceptional teams, where everyone thrives. We continuously invest in education, team development, collaborative processes, personal growth, and our culture.

**Education:** We regularly conduct training and courses to enhance our teams' skills. We also provide each employee with a personal education budget to support their individual development goals.

**Happiness Survey:** This survey allows us to gather valuable feedback from employees, empowering them to make informed decisions that contribute to a more positive and fulfilling work environment. Our general score is 7.

**Salary system:** We prioritize transparency in primary work conditions, including salary. Earnings are based on individual levels and experience, with annual raises incorporating a 3% increase alongside inflation correction. We avoid negotiations, firmly adhering to a fair and straightforward approach.

**Personal development plan:** Each employee has a development plan, encouraging growth via the methodology OKR. We evaluate the progress 4 times a year and adjust where needed.

**Buddy system:** Our implemented buddy system offers support in different areas, such as managing stress, collaboration with managers, personal development, and receiving helpful tips.

**Volunteer work:** We encourage voluntary work by allowing people to take special leave of absence when they do voluntary work.

**Hybrid work:** We adopt a hybrid work policy, enabling employees and teams to select their preferred working place, home or office, depending on the task, to enhance collaboration.

## 3. Our Company

Committed to improvement, we foster transparency by openly sharing financials, strategies, and company structure. Our management framework drives continuous enhancement across various aspects of our operations.

**Transparency:** We foster transparency throughout the company by providing quarterly financial insights. Additionally, we empower individuals by providing continuous insights into their own performance.

**Organisation Team:** We restructured our organization to promote collaboration and inclusivity. The newly formed Organizational Team (OT) brings together management, departments, and team representatives to facilitate wide-ranging and inclusive decision-making.

**Impact Guild:** We established an Impact Guild, bringing together individuals from various teams who are dedicated to enhancing our impact and reducing our environmental footprint.

**Bcorp assessment:** We have submitted our B Corp Assessment. And are now patiently waiting to get into verification to become B Corp certified.

**Statuses updated:** To formalize our dedication to ethical values, we have revised our company's official statutes.

## 4. Our Planet

We are committed to reducing our CO2 footprint through sustainable office practices and advocating for eco-friendly travel and remote work. Our rigorous vetting of suppliers and partners ensures ethical and environmentally responsible practices, allowing us to extend our positive impact beyond our own actions.

**CO2 footprint:** We've begun measuring our CO2 footprint, and at 65 tons, it's relatively low. Nevertheless, we're committed to making further reductions in the near future.

**Local suppliers:** By thoroughly vetting suppliers and partners, we uphold ethical and environmentally responsible practices, while also supporting local businesses. This enables us to extend our positive impact beyond our own actions.

**Environmental management system:** Our newly adopted EMS effectively manages environmental impacts and reduces our footprint, while also demonstrating our commitment to sustainability.

**Sustainable travel:** To encourage public transport usage, we fully reimburse these expenses. During company weekends, we prioritize sustainable options for transportation.

**E-Waste:** We might not boast a robust supply chain, but we treasure the assets we do possess, including the valuable materials and precious metals within. We have been giving them a new life already, and now we can also accurately map and track this process.

## ★ Next year

This report highlights the strides we've made towards sustainability, but our journey is ongoing. Next year, we will pilot impact discounts to encourage greener choices among customers. Our commitment to lower CO2 emissions continues through research into greener hosting solutions and exploring CO2 offsetting options, while also focusing on developing energy-efficient websites to reduce environmental impact. Additionally, we will begin setting personal social and environmental goals for our employees. As we progress towards a more sustainable future, our goal is to continually enhance our positive impact, while working to reducing our environmental footprint.

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