

SUSTAINABILITY REPORT 2025

INRIVER

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COMPANY OVERVIEW

2007

Founded

300+

Inrivians worldwide

1,600+

Global brands
powered by Inriver

300+

Valued partners

INRIVER

THE INRIVER STORY

Inriver is the leading global provider of Product Information Management (PIM) software, powering dynamic, data-driven product stories for some of the world's most inspirational brands, manufacturers, and retailers.

We are a global SaaS company headquartered in Malmö, Sweden, with operations across Europe, North America, and Asia. Founded in 2007, we provide a leading cloud-based Product Information Management (PIM) platform that helps brands, manufacturers, and retailers transform product data into strategic assets—enabling transparency, customer engagement, and sustainable commerce.

Inriver is committed to providing best-in-class PIM software that delivers compelling user and product experiences. Our subscription-based platform empowers customers to manage, enrich, and distribute product information at scale across channels and markets, improving customer experience, and supporting sustainable commerce through data transparency.

With over 300 employees and more than 1,600 global brands served, Inriver supports both mid-market and enterprise clients. Since 2022, the company has been majority-owned by Thomas H. Lee Partners.

Following investment from Thomas H Lee Partners in 2022, Inriver has accelerated the innovation of the Inriver PIM solution, embedding the latest AI and automation initiatives to ensure customers have the tools they need to succeed.

The Inriver mission is to empower businesses to succeed in an omnichannel world through innovative software, engaging connections, and continuous education.



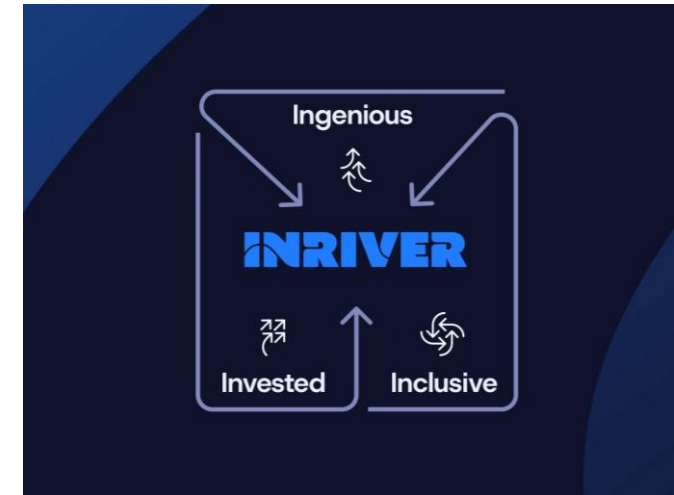
INRIVER

THE INRIVER CULTURE

At Inriver, we're more than just an award-winning tech company building the most flexible PIM software on the market. We're a team built on core values and driven by shared goals.

Our culture is built on respect, transparency, honesty, and accountability. Our core values reflect our commitment to integrity, collaboration, and innovation. These values guide how we work, lead, and grow together – shaping every interaction with colleagues, customers, and partners.

Being invested, inclusive, and ingenious isn't just what we believe – it's how we live our culture every day, as we strive to deliver exceptional value to a global community and build a sustainable future for all.



We are invested

We lead by example

We lean forward and act with integrity and responsibility. We take actions that inspire others to follow and have a positive impact on our people, our customers, our business and our society.

We deliver on our promises

We are passionate, involved and dedicated to deliver on our commitments and strive for excellence every day.

We are inclusive

We are in it together

We collaborate as one team to overcome any obstacles, celebrate every victory, and grow stronger together.

No one is as smart as all of us

We listen to each other and respect diversity of thought, background, and perspective to elevate our ideas.

We are ingenious

We cultivate curiosity

We constantly search for new and improved ways of working as an organization, learning from mistakes to optimize and refine solutions.

We are forward thinking

We strive to be resourceful and find effective ways of working. We prioritize forward momentum and don't let perfection stand in the way of progress.

We are Inriver

SUSTAINABILITY OVERVIEW

INRIVER

SUSTAINABILITY GOVERNANCE

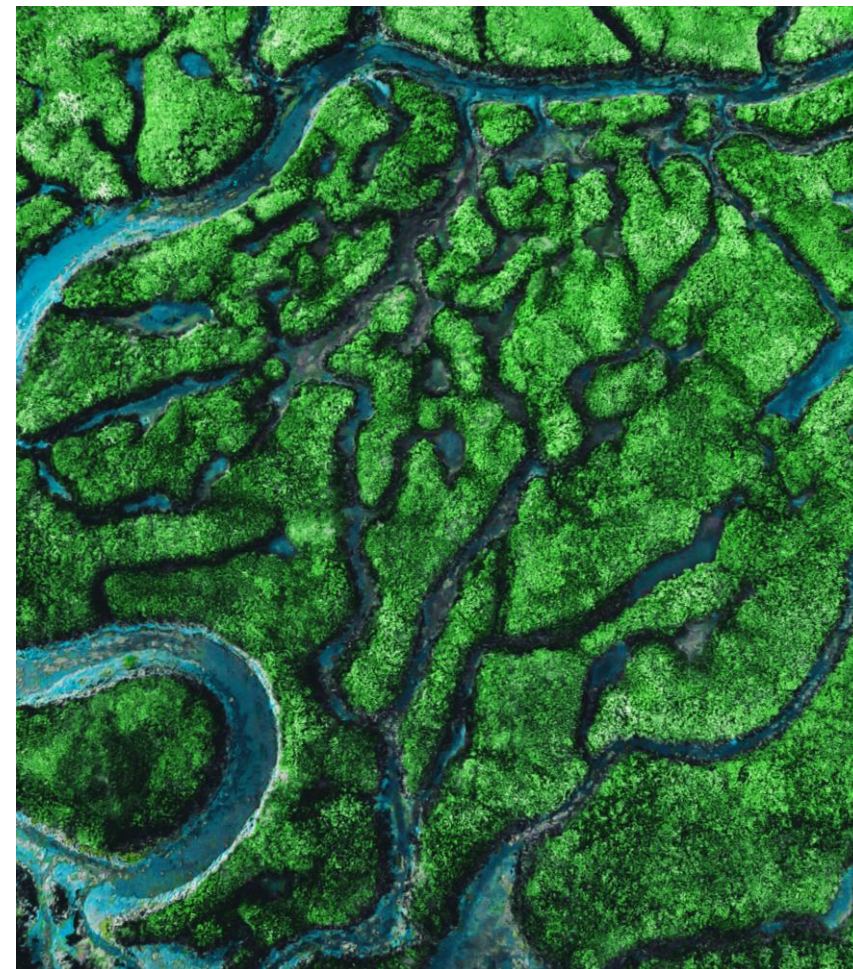
At Inriver, sustainability is integrated into our business operations and governance framework, guiding how we manage environmental, social, and governance (ESG) risks and opportunities. Through continuous improvement and transparent reporting, we strive to create long-term value for our customers, employees, owners, and society.

Our ESG approach is aligned with internationally recognized frameworks, including the **UN Global Compact**, the **UN Sustainable Development Goals (SDGs)**, the **OECD Guidelines for Multinational Enterprises**, and the **UNPRI Principles**. These frameworks form the basis of our Sustainability Management System and support continuous improvement.

Key sustainability risks include exposure to Scope 3 emissions, dependency on suppliers for responsible business practices, data security risks, and employee well-being. These risks are managed through policies, governance structures, and continuous monitoring. Inriver applies structured due diligence processes across its operations and value chain, including supplier assessments, policy compliance, and risk monitoring.

This Sustainability Report has been prepared in accordance with **the Swedish Annual Accounts Act (Årsredovisningslagen, Chapter 6, Sections 10–14)** and covers the financial year 2025. The report includes disclosures related to environmental impact, social conditions, human rights, and anti-corruption. The scope primarily covers Inriver AB, with policies and practices generally applied across the Group.

The report has been prepared by Inriver's Sustainability Controller and reviewed by the Sustainability Steering Group and external auditors. It reflects our commitment to transparency, regulatory compliance, and ongoing development of our sustainability work.



ORGANIZATIONAL RESPONSIBILITY

Sustainability is overseen by the Sustainability Steering Group, which includes representatives from Finance, Legal and Security. The Steering Group is responsible for approving goals, KPIs, and policies. Monitoring progress and risks. Ensuring compliance with relevant laws and frameworks and reporting progress to our stakeholders.

The Executive Leadership Team is responsible for the overall management of the company's operations, while the Board of Directors holds ultimate responsibility for the organization

CFO

- Overall responsible for sustainability initiatives, resources, and ESG-related governance.

CPCO

- Responsible for ensuring a safe, healthy, and sustainable workplace, including fair working conditions, equal treatment, and employee well-being.

CISO

- Responsible for information security and data protection relevant to sustainability and regulatory compliance.

General Legal Counsel

- Ensures compliance with applicable sustainability-related legislation, policies, and contractual requirements. Provides legal guidance in sustainability matters.

Group Accounting Manager

- Supports sustainability reporting processes and initiatives.

Sustainability Controller

- Responsible for the day-to-day coordination and execution of the company's sustainability work, including data collection, reporting, internal controls, and continuous improvement of the sustainability management system.

STAKEHOLDER ANALYSIS

In 2025, Inriver conducted a structured stakeholder analysis to identify and assess the sustainability topics most relevant to our key stakeholder groups.

The purpose of the analysis was to establish a clear foundation for prioritizing our sustainability efforts and understanding stakeholder expectations.

The analysis is based on input gathered through ongoing dialogue, surveys, and internal discussions.

While a full double materiality assessment has not yet been conducted, this stakeholder analysis represents an important first step in identifying and prioritizing relevant sustainability topics. We plan to further develop our approach in line with upcoming regulatory requirements.

Stakeholders	Key topics	Engagement	Key expectations
Customers	<ul style="list-style-type: none"> ESG transparency Data security & integrity Responsible supply chain. 	<ul style="list-style-type: none"> Customer meetings Surveys Procurement processes Ecovadis 	<ul style="list-style-type: none"> Verified ESG data Compliance & transparency Reliable product information
Employees	<ul style="list-style-type: none"> Equal opportunities & diversity. Health, safety & well-being. Professional development Shared values & culture 	<ul style="list-style-type: none"> Engagement surveys Town halls Manager check-ins 	<ul style="list-style-type: none"> Clear communication Shared corporate culture Well-being Workload management Alignment.
Owners, lenders	<ul style="list-style-type: none"> Transparency Management of sustainability topics Long-term profitability 	<ul style="list-style-type: none"> Annual reporting Sustainability reporting 	<ul style="list-style-type: none"> Transparency Verified ESG data Risk & compliance control
Suppliers & Partners	<ul style="list-style-type: none"> Supplier Code of Conduct Labour rights & fair working conditions Climate impact (Scope 3) Business ethics 	<ul style="list-style-type: none"> Contractual requirements Continuous dialogue 	<ul style="list-style-type: none"> Compliance with standards Responsible practices Transparency

The analysis highlights key sustainability topics and expectations that guide Inriver’s priorities.

OUR PEOPLE

82%
Engagement
response rate

-8
Average
eNPS

38
Average age

63% / 36%
Gender distribution

GOALS

Safe and healthy workplace (SDG 3)

Equal opportunities (SDG 5)

Inclusive and sustainable growth
(SDG 8 & 10)



POLICIES & FRAMEWORKS

- Code of Conduct
- Work Environment Handbook
- Equal Treatment & Harassment Prevention Policy
- Hybrid Working Guide
- Remote Office Setup Guidelines
- Employee Handbook

KEY INSIGHTS

- High employee engagement with an 82% response rate.
- Stable engagement (80%) despite organizational changes
- eNPS development impacted by organizational changes but showed positive recovery to +6 in Q4
- Structured work environment management (SAM) ensures legal compliance
- Clear frameworks in place to support well-being, equality and flexibility

HEALTH AND SAFETY

At Inriver, we recognize our responsibility to ensure a safe and healthy workplace for all employees. Our approach is grounded in the Swedish work environment law (Arbetsmiljölagen and AFS 2023:1, 2023:2) and operationalized through our structured work environment approach, SAM (systematiskt arbetsmiljöarbete). These responsibilities and practices are formalized in our internal Work Environment Handbook, which outlines both overarching policies and detailed procedures to promote a safe, healthy and engaging work environment for everyone at Inriver.



OUR COMMITMENT TO A HEALTHY WORKPLACE

We are dedicated to providing a workplace where our employees feel safe, supported and inspired to do their best work. This includes not only ensuring physical safety but also building a culture that supports both physical and mental well-being. Our approach is grounded in systematic work environment management, where health and safety are integrated into daily operations through continuous risk identification, preventive actions, and structured follow-up. This includes regular safety inspections, risk assessments, and incident reporting processes, as well as clear roles and responsibilities across the organization.

We promote a culture of shared responsibility, where employees, managers, and HR collaborate to maintain a safe and supportive workplace. The CEO has ultimate responsibility under Swedish law and ensures that responsibilities are formally delegated to the right people. HR is the hub for coordination, training, and documentation in our work environment efforts. Managers who are delegated work environment responsibilities receive training in systematic work environment management (SAM), applicable laws and internal routines.

Employees are encouraged to actively participate by reporting risks, contributing to improvements, and engaging in ongoing dialogue around well-being and working conditions. Our elected work environment representatives (skyddsombud) play an important role in monitoring our workplace and supporting a safer environment. They are offered relevant education to carry out their responsibilities. Representatives from the employer and the employees together form our work environment committee. The committee meets on a quarterly basis to address issues and plan actions to prevent potential risks in the workplace.

Inriver maintains clear guidelines on alcohol, drugs, and medication to ensure a safe and responsible workplace, where employees are fit to perform their duties. We offer several types of health-related support and insurances. These benefits are designed to give our employees access to timely help when needed. Occasionally, we also offer CPR training sessions to support preparedness in the workplace. Additionally, our Malmö office is equipped with **automated external defibrillators (AEDs)** to support rapid response in case of medical emergencies.

FOLLOW-UP AND OUTCOMES

Health and safety performance and risks are continuously assessed based on input from various sources such as; Safety rounds, 1:1 conversations, Engagement surveys, Observations from teams, manager and the People Team. Outcomes are reviewed regularly by HR and the Work Environment Committee to ensure actions are implemented and continuously improved.

SUSTAINABLE WORKPLACE

Inriver is committed to fostering an inclusive and sustainable work culture by offering modern, flexible working arrangements that support employee well-being and long-term performance.

HYBRID WORK

Our “office-occasional” approach, outlined in our Hybrid Working Guide, offers the flexibility to combine remote and on-site work, while ensuring strong team collaboration and alignment with business needs. This model is designed to support both performance and personal well-being. Managers and employees collaborate to agree on work arrangements tailored to individual roles, ensuring continuity, clarity, and work-life balance.

All remote setups are expected to meet the same health and safety standards as our offices, and our leaders are trained to support employees in managing their workloads and well-being. Managers ensure that potential risks are mitigated and that regular check-ins support ongoing well-being and productivity.

To support a productive and ergonomically safe home office environment, Inriver offers financial contribution for remote employees to set up and improve their home working conditions.

WELLNESS

Inriver values the health and well-being of our employees. We believe employee health and well-being are key to both individual fulfilment and our collective success. It is our firm belief that when our people feel well, physically, mentally, and emotionally, they thrive both inside and outside of work.

To promote a healthy lifestyle for our employees Inriver provides each employee with a wellness grant of SEK 5,000 (or local equivalent) annually. In addition, employees may use one hour per week of paid time for wellness activities, supporting regular exercise, recovery, and personal well-being. We further promote well-being through internal initiatives such as fitness challenges and employee-led activities, including our Inriver running club.

Employees have access to occupational health services, including counselling support and private healthcare insurance, providing timely access to medical care, mental health support, and rehabilitation resources.

We continuously follow up on the implementation and effectiveness of our well-being initiatives through employee surveys, wellness usage data, absence statistics, and feedback mechanisms. Responsibility for follow-up and compliance rests with HR.

EQUALITY AND NON-DISCRIMINATION

At Inriver, we recognize that the competence and diversity of our employees are essential to our long-term success as a global, technology-driven company. We are committed to ensuring that everyone is treated fairly and with respect, regardless of gender, gender identity or expression, ethnicity, religion or belief, disability, sexual orientation, or age. Guided by our values — **being Invested, Inclusive, and Ingenious** — we take responsibility for creating a workplace built on trust, fairness, and empathy.

All recruitment and promotion processes at Inriver shall be based on **merit** and **qualifications**. They are conducted in accordance with our Equal Treatment & Harassment Prevention Policy, which ensures full compliance with local labour laws and international standards related to equal opportunity and fair treatment. We strive to attract individuals with deep technical knowledge, strong interpersonal skills, and a mindset that values collaboration and diversity. Our ambition is to leverage the full potential of all employees and provide equal access to development and career progression.

While we acknowledge that gender representation is not yet balanced across all roles, we are actively reviewing our internal processes to improve diversity in leadership and across teams. We address this through targeted efforts in recruitment, employer branding, and clear equality goals.

Discrimination, harassment, and bullying are not tolerated at Inriver. Our policies define clear expectations for respectful behaviour and outline structured processes for preventing, reporting, and addressing misconduct. All employees share responsibility for maintaining an inclusive workplace and are encouraged to speak up if concerns arise. Employees can report concerns through multiple channels, including managers, the People Team, safety representatives, or anonymously via our **whistleblowing channel**, ensuring concerns can be raised safely and without fear of retaliation.

Equality and non-discrimination are also reflected in our **Code of Conduct**, which sets expectations for ethical and respectful behaviour across the organization. In addition, our **Equal Treatment & Harassment Prevention Policy** outlines preventive measures and clear procedures for handling cases of harassment, victimization, or bullying. All employees are informed of these guidelines during onboarding and are expected to take shared responsibility for maintaining a respectful and inclusive workplace.

FOLLOW-UP AND OUTCOMES

To monitor progress, we run an anonymous bi-annually engagement survey. The survey results are reviewed by HR and leadership and are used to define ongoing improvement initiatives. We also follow up on reported cases of discrimination or harassment, including those raised through the whistleblowing channel, through a structured process that includes investigation, resolution, and follow-up to ensure appropriate action and support. Outcomes may range from training and guidance to formal disciplinary measures, depending on severity. In 2025, one case was formally reported and investigated in accordance with Inriver’s Equal Treatment & Harassment Prevention Policy. The investigation was conducted by the People Team using a structured investigation process. The case was reviewed confidentially and concluded not to constitute harassment under Inriver’s internal policy.

In 2025, the female share in management was 20% compared to 22% in 2024. The change in percentage reflects the expansion of the management team from 9 to 10 members, while the absolute number of women in management remained unchanged.

KPI	2025	2024
Gender (%)		
Men	63	63
Women	36	31
<i>Do not want to specify</i>	0	6
Female share in management (%)	20	22
Average Age	38	38
Reported harassment incidents	1	0

EMPLOYEE ENGAGEMENT

To build a thriving workplace, we continuously measure how our employees experience their work environment. HR conducts engagement surveys bi-annually to capture insights on engagement, well-being, and performance across the organization.

The results are analysed and followed up at both company and department level, enabling targeted actions where they are needed most. This structured approach helps us identify strengths, address areas for improvement, and drive continuous development of our culture and employee experience.

In 2025, the average response rate was 79%, an increase from 69.2% in 2024, reflecting higher participation and engagement across the organization.

The average employee engagement score was 80% in 2025, compared to 84% in 2024. While slightly lower than the previous year, the result remains in line with our target and indicates a stable level of employee engagement across the organization.



Alignment

We measure how well employees connect their work to company goals and purpose, driving focus and engagement.



Collaboration

Measures how effectively teams work together across functions to share knowledge and solve challenges.



Development

Measures whether employees feel supported in learning, growing, and progressing in their roles.



Leadership

We assess how leaders communicate, inspire, and support teams to drive performance and engagement.



Pride

Reflects how employees feel about being part of Inriver and their willingness to stay and recommend us.



Recognition

Assesses if employees receive meaningful and timely recognition for their contributions.



Well-being & Equal treatment

Measures whether employees feel supported, respected, and treated fairly at work.

ENPS SCORE

At Inriver, we closely monitor employee engagement through our bi-annual engagement survey. In 2025, the **full-year average eNPS was -8**, compared to -4 in 2024. This reflects the impact of organizational changes during the year. While these changes were important to strengthen our commercial focus and support long-term growth, they also affected employee sentiment during the period.

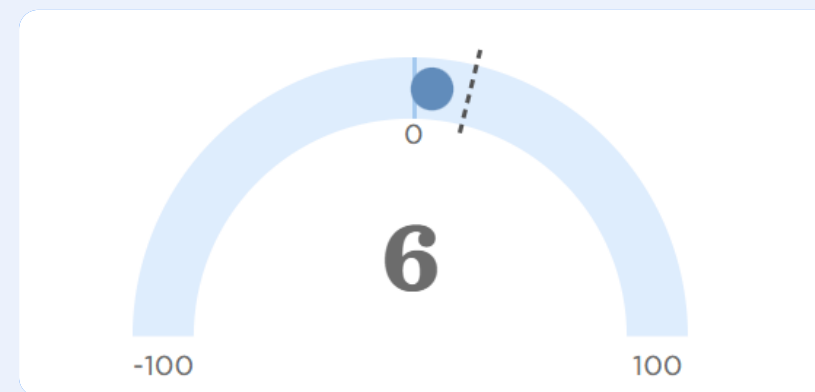
Encouragingly, the **Q4 2025 eNPS reached +6**, a clear improvement towards year-end. This indicates a positive shift in employee perception and suggests that actions taken to strengthen communication, leadership, and organizational alignment are starting to have an effect.

We remain committed to continuing these efforts, with a long-term ambition to reach a full-year eNPS of +10.

Employee Net Promoter Score (eNPS)

- Measures employees' willingness to recommend Inriver as a workplace.
- The score ranges from -100 to +100, where values above 0 are generally considered positive.
- **Full-year average 2025: -8** (comparable KPI; 2024: -4)
- **Q4 2025: +6** (trajectory indicator; not comparable to annual average)

eNPS Score Dec 2025



ETHICAL BUSINESS CONDUCT

0

Whistleblowing
cases (2025)

0

Data Breaches

100%

Security training
completion rate

Compliant

ISO 27001/27701, SOC
2

GOALS

Promote accountable and transparent governance, and compliance with laws and international standards (SDG #16).

Strengthen sustainability through responsible partnerships and global collaboration (SDG #17).



POLICIES & FRAMEWORKS

- Code of Conduct
- Supplier Code of Conduct
- Anti-Corruption Policy
- Whistleblowing Policy
- Vendor Management Policy
- Responsible Disclosure Policy
- Sustainable Procurement Policy
- Privacy Policy
- Information Security Policy

KEY INSIGHTS

- Zero confirmed corruption incidents in 2025
- No data breaches identified
- 100% completion rate of security and privacy training
- Strong governance supported by ISO 27001/27701 and SOC 2 compliance
- Established whistleblowing system ensuring safe reporting and investigation of misconduct
- Structured supplier due diligence processes in place

ANTI-CORRUPTION AND BUSINESS ETHICS

At Inriver, ethical business practices are fundamental to how we operate and succeed. We are committed to conducting business with the highest standards of integrity, transparency, and responsibility. Our Code of Conduct defines the behaviour we expect from every employee, contractor, and partner, ensuring that all interactions are governed by respect, honesty, and compliance with the law. Upholding ethical standards helps us build trust with customers, colleagues, partners, and the wider society.

ANTI-BRIBERY

Inriver has a clear and unwavering stance against all forms of corruption, bribery, and unethical business practices. In addition to our Code of Conduct this is formalized in our Anti-Corruption Policy, which applies to all employees, directors, and associated persons globally, including suppliers and third-party representatives. The policy aligns with the UK Bribery Act, U.S. Foreign Corrupt Practices Act (FCPA), and Swedish Anti-Corruption Legislation.

Inriver strictly prohibits offering, soliciting, or accepting bribes, kickbacks, or improper advantages of any kind. This includes gifts, hospitality, travel, or charitable donations that could influence business decisions. All interactions with government officials, customers, and suppliers must be transparent and documented.

Anti-corruption expectations are communicated to all new employees as part of their onboarding. Our **Code of Conduct** reinforces these standards, and employees are required to escalate concerns through our anonymous whistleblowing system. Suppliers are also bound by anti-corruption clauses in contracts and must comply with the anti-bribery section of the **Supplier Code of Conduct**.

WHISTLEBLOWING

We promote a speak-up culture where employees and external stakeholders can report suspected misconduct, including corruption, discrimination, harassment, legal violations, or other serious concerns. Reports can be submitted anonymously via our [whistleblowing channel](#), ensuring confidentiality and secure handling in accordance with the **Swedish Whistleblower Protection Act**. Our whistleblowing channel is available to employees, contractors, job applicants, and other stakeholders, and is designed to provide protection against retaliation.

All concerns are assessed and handled through a structured process, including initial review, investigation where required, and appropriate follow-up actions. Employees are encouraged to report concerns in good faith and cooperate with investigations.

FOLLOW-UP AND OUTCOMES

In 2025, we had zero incidents reported through our anonymous whistleblowing channel. HR and Security continue to oversee these policies, ensuring strong ethical governance. Reported concerns are reviewed and managed through a structured process to ensure appropriate investigation, resolution, and follow-up. Learnings from reported cases are used to strengthen internal controls and improve our governance framework.

Anti-corruption expectations are currently communicated through onboarding and our Code of Conduct. A dedicated anti-bribery training for all employees is planned for 2026 as part of our continued effort to strengthen governance and compliance awareness across the organisation.

HUMAN RIGHTS

At Inriver, we are committed to upholding internationally recognized human rights throughout our operations and supply chain. This commitment is outlined in our Code of Conduct and Supplier Code of Conduct and further supported by additional policies that provide more detailed guidance on equality, non-discrimination, and responsible business practices. Our Supplier Code of Conduct aligns with leading international standards, including the **UN Guiding Principles**, **OECD Guidelines**, and **ILO Core Conventions**. Human rights requirements are also integrated into our supplier and partner agreements, ensuring consistent expectations across our business relationships.

INTERNAL MEASURES

All Inriver employees are required to act in accordance with our Code of Conduct, which sets clear expectations for respect, equality, and fair treatment. During onboarding, employees are introduced to our policies on equality, anti-discrimination, and ethical conduct, and are required to read and formally acknowledge the Code of Conduct. These expectations are reinforced through leadership communication and manager accountability.

Inriver has zero tolerance for discrimination, harassment, forced labour, child labour, or any form of offensive treatment. We are committed to providing a safe and fair working environment and to upholding human rights in all aspects of our operations.

SUPPLIER AND PARTNER REQUIREMENTS

Human rights considerations are integrated into our procurement processes. All suppliers are required to comply with our Supplier Code of Conduct, which outlines strict standards for human rights, labour practices, and safe working conditions. The Code prohibits child labour, forced labour, discrimination, harassment, and unsafe working conditions.

Suppliers are expected to implement their own due diligence systems and provide evidence of compliance upon request. Inriver reserves the right to conduct audits, including unannounced site visits, for higher-risk suppliers.

Through our Vendor Management Policy, we ensure that vendors and service providers meet requirements related to information security, compliance, and ethics. Due diligence and risk assessments are conducted prior to entering into agreements, supporting a structured and responsible approach to managing third-party relationships.

FOLLOW-UP AND OUTCOMES

A majority of Inriver's strategic suppliers have signed the Supplier Code of Conduct. We continue to strengthen supplier commitment and monitor compliance on an ongoing basis. Progress is followed up annually, with defined targets to increase supplier adherence and ensure accountability. Ongoing monitoring and follow-up of supply chain risks form an integral part of our approach to responsible sourcing.

DATA SECURITY & PRIVACY

At Inriver, security and privacy are built into the foundation of our processes and product. Data protection is essential to the integrity of our PIM platform, and we are committed to safeguarding customer and partner data through robust technical and organizational measures.

Our platform is designed with security and privacy at its core. Inriver has been **SOC 2 Type II compliant since 2021** and is certified according to **ISO/IEC 27001:2022** and **ISO/IEC 27701:2019**, ensuring that information security and privacy are managed in line with internationally recognized standards.

Our Security department, led by our Chief Information Security Officer (CISO), works continuously to strengthen our security posture, manage risks, and ensure compliance with applicable regulations and industry standards.

Our **ISO 27001** certification ensures a robust Information Security Management System (ISMS), while **ISO 27701** extends this framework to include privacy information management. Together with our SOC 2 Type II compliance, this provides comprehensive protection of data and supports compliance with global privacy regulations, including **GDPR**.

We are committed to transparency in how we manage data. Detailed information about our security, privacy practices, and certifications is available in our [Trust Center](#), and our [Privacy Policy](#) outlines how personal data is processed and protected.

FOLLOW UP AND OUTCOMES

We maintain a strong focus on continuous improvement through regular monitoring and external validation. Our controls and processes are subject to **annual third-party audits**, ensuring ongoing compliance with SOC 2 and ISO standards.

In addition, all employees complete an **annual Security and Privacy Awareness training**, with a **100% completion rate**, strengthening awareness and accountability across the organization.

In 2025, **no data breaches were identified**, reflecting the effectiveness of our security controls and governance framework.

These measures ensure that our data protection practices remain effective, up to date, and aligned with evolving regulatory requirements and industry best practices.



ENVIRONMENTAL RESPONSIBILITY

0 Scope 1 (tCO₂e) 34 Scope 2 (tCO₂e) 1,444.2 Scope 3 (tCO₂e)

GOALS

Reduce emissions and support climate action (SDG 12 & 13)

Promote energy efficiency and sustainable operations (SDG 7)

Support sustainable business practices across our value chain (SDG 11)



POLICIES & FRAMEWORKS

- Environmental Policy
- Corporate Social Responsibility Policy
- Code of Conduct
- Supplier Code of Conduct
- Travel Policy

KEY INSIGHTS

- Scope 1 emissions are zero — Inriver has no company-owned vehicles and does not use combustion-based energy sources in its offices
- Scope 2 reported using market-based method (34.0 tCO₂e); location-based for reference (32.8 tCO₂e)
- 97,7% of emissions originate from Scope 3
- Business travel and purchased services identified as key emission drivers
- Improved data quality and methodology, with 2025 established as baseline year
- Clear climate targets established.

CLIMATE RESPONSIBILITY

Inriver is committed to operating responsibly within the global climate context, recognizing that even as a B2B software provider with a relatively limited environmental footprint, we have a role to play in the transition toward a low-carbon digital economy. Our approach is grounded in transparency, continuous improvement, and alignment with internationally recognized frameworks such as the GHG Protocol.

POLICY IMPLEMENTATION AND CONTROLS

In 2025, Inriver adopted its first formal Environmental Policy, strengthening our environmental governance and complementing our existing CSR framework. The policy defines our commitments, responsibilities, and principles for managing environmental impact across our operations and value chain, including offices, digital infrastructure, business travel, procurement, and suppliers.

Implementation is overseen by the Sustainability Controller, supported by the Sustainability Steering Group, with responsibility embedded across all business functions. The policy is reviewed annually to ensure continuous improvement and alignment with regulatory and stakeholder expectations.

GHG CALCULATIONS

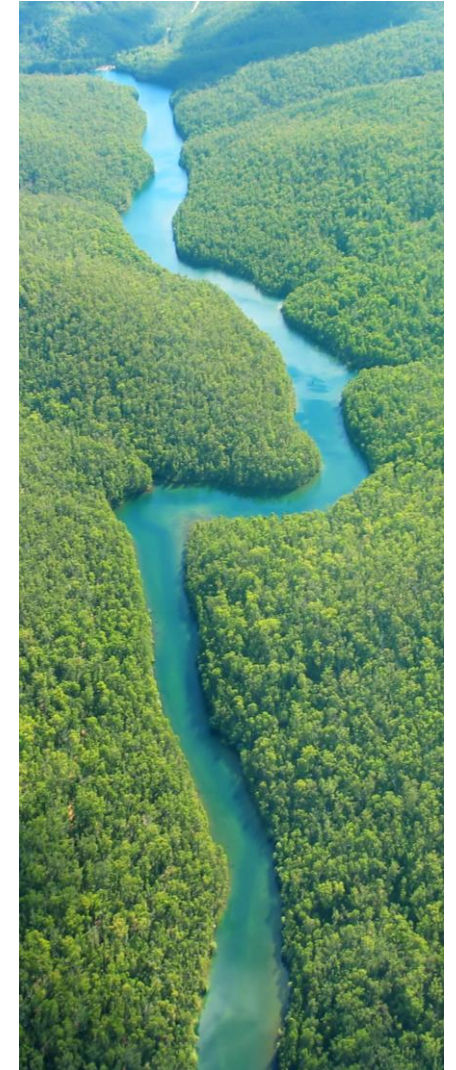
Since 2023, Inriver has calculated greenhouse gas (GHG) emissions in accordance with the GHG Protocol (Scopes 1–3), covering the operations of the Inriver Group as part of our broader ESG data management and transparency efforts.

In 2025, we transitioned to a new carbon accounting provider, **ClimateHero**, and further strengthened our approach to emissions measurement. This included improved data coverage, refined methodologies, and enhanced alignment with the GHG Protocol.

As a result of these improvements, 2025 has been established as our base year, providing a more robust and reliable foundation for tracking progress over time. Based on this baseline, we have defined climate targets, which are presented in our [Climate Report](#). The report was prepared by ClimateHero and is publicly available on our website.

FOLLOW-UP AND OUTCOMES

GHG emissions are calculated annually in accordance with the GHG Protocol. Progress against our climate targets is monitored and disclosed through our annual Sustainability Report and Climate Report, ensuring transparency, accountability, and continuous improvement in our climate performance.



GHG RESULTS

GHG emissions for 2025 are calculated in accordance with the GHG Protocol (Scopes 1–3). Scope 1 emissions are zero, as Inriver has no company-owned vehicles and does not use combustion-based energy sources in its offices.

Scope 2 is reported using the market-based method (34.0 tCO₂e), reflecting actual electricity purchase contracts including confirmed renewable sources; location-based emissions are 32.8 tCO₂e and reported separately for reference.

The majority of Scope 3 emissions are based on a spend-based methodology; the share of activity-based data has increased compared to previous years, improving accuracy and granularity.

2025 has been established as the base year due to these methodological improvements. Inriver will continue to enhance data quality over time, with the ambition to increase the use of activity-based data. Further details are available in our Climate Report.

The results confirm that the majority of our emissions originate from Scope 3, particularly purchased goods and services and business travel, which is typical for a SaaS company with limited direct emissions.

Top 5 – emission drivers:

1. Other services	34%	(489 tonnes)
2. Flights	25%	(354 tonnes)
3. Consultants	18%	(139 tonnes)
4. Cloud Services	10%	(139 tonnes)
5. Employee commuting	5%	(72 tonnes)

Energy Consumption

Total energy consumption	67 063 kWh
Total renewable energy	25 188 kWh

Category	2025 (tCO ₂ e)	Share of Total 2025 (%)
Scope 1	0,0	0%
Scope 2 (market-based)	34,0	2%
Electricity	22,9	2%
Heating	11,1	1%
Cooling	0,0	0%
Scope 2 (location-based)	32,8	2%
Scope 3	1 410,2	98%
3.1 Purchased Goods and Services	914,1	63%
Consultants	255,8	18%
Cloud Services	138,6	10%
Other services	488,9	34%
Material	10,3	1%
Food	20,6	1%
3.2 Capital Goods	14,6	1%
3.3 Fuel- and Energy-Related Activities	3,5	<1%
3.5 Waste Generated in Operations	1,1	<1%
3.6 Business Travel	404,6	28%
Flights	354,2	25%
Trains	2,4	0%
Taxi	22,9	2%
Car	6,7	<1%
Hotel	18,4	1%
3.7 Employee Commuting	72,4	5%
Total GHG emissions (market-based)	1 444,2	
Total GHG emissions (location-based)	1 443,0	

GHG TARGETS

To reduce our carbon footprint Inriver has together with Climate Hero set the following long-term, mid-term and near-term targets:

1. INRIVER SHOULD REACH NET ZERO LATEST BY 2045

Based on Science Based Target Net Zero standard, which requires a 90% reduction of emissions (Scope 1, 2, 3) compared to the base year (2025) and the residual emissions to be balanced with 'Durable removals' .

2. BY 2035 – INRIVER SHOULD REDUCE THE CARBON FOOTPRINT AS PER:

- Scope 1 & 2: 50% absolute reduction compared to the base year (2025)
- Scope 3: 50% reduction (per net revenue*) compared to the base year (2025)

3. IMPLEMENT ACTIONS WHICH LEAD TO IMMEDIATE EMISSION REDUCTION UP UNTIL 2035 AND TRACK THE PROGRESS ANNUALLY

*The targets for Scope 3 are set as intensity targets (emissions relative to net revenue) to take into account the Inriver's ambitions to grow in its size and market share. For further information regarding our Climate targets and prioritized actions please see our [Climate Report 2025](#) on our website.

TRAVEL & COMMUTING

As a **global company** we need to travel to meet colleagues, partners and customers. Inriver believes in connecting with each other, however we are also aware of the negative climate impact of traveling. Travel is one of the largest parts of the company’s carbon footprint. Inriver’s ambition is to balance the operational need for travel with our responsibility to reduce climate impact. To support this, several measures and policies are in place:

CENTRAL OFFICES

Our central office locations are strategically selected to ensure that employees can access the workplace using sustainable transportation methods, including public transit, cycling, or walking. We monitor employees’ commuting patterns annually as part of our climate reporting. The insights show that public transport is the predominant mode of commuting to our offices.

In 2025, Inriver relocated its headquarters in Malmö to a centrally located office in a modern and environmentally certified building. The location has easy access to public transportation, further supporting more sustainable commuting patterns.

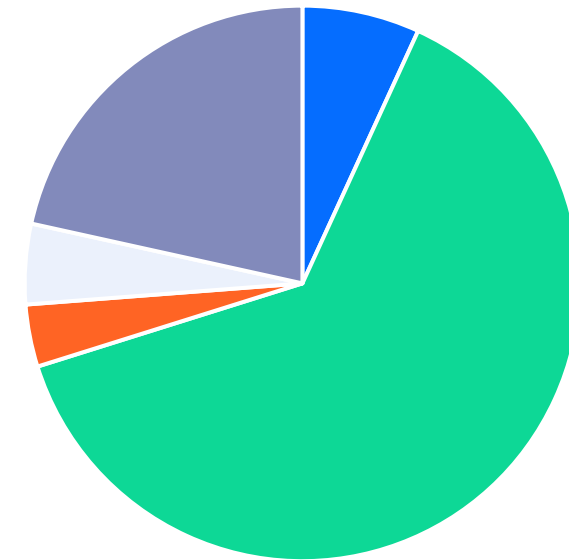
TRAVEL PLANNING

Business travel is governed by our **Global Travel Policy** which applies to all employees. All travel must be **safe, cost-efficient** and **environmentally conscious**.

Employees are required to consider digital alternatives before booking any trip. When travel is necessary, bookings must follow internal approval processes. Trips exceeding defined thresholds require managerial approval, while intercontinental travel requires pre-approval from the CFO.

Compliance with the Travel Policy is overseen by HR and Finance, ensuring accountability and alignment with sustainability objectives. We monitor business travel emissions annually as part of our greenhouse gas (GHG) calculations. This enables us to track trends, identify key emission drivers, and support ongoing efforts to reduce travel-related emissions.

Commuting



- Walking/Bicycling
- Public transport
- Own car – electric
- Own car –biofuel
- Own car – fossil

GIVING BACK

At Inriver, we believe in turning everyday actions into meaningful impact. In connection with our biannual Net Promoter Score (NPS) surveys sent to customers in Q2 and Q4 of 2025, we made a donation to WWF (World Wide Fund for Nature) for every response received.

This initiative enabled us to link customer engagement with environmental support—reinforcing our commitment to sustainability in a tangible and practical way.

Vi bidrar till WWFs
naturvårdsarbete
2025



ABOUT THE REPORT

INRIVER

REQUIREMENTS

Requirement	Our Response	Section in the Report
Business Model	Overview of Inriver's business model, mission, and strategy.	Company Overview
Risks	<p>We report on our most material sustainability risks and how they are managed:</p> <ul style="list-style-type: none"> • Environmental: GHG emissions, travel, and energy usage, managed through policies, climate monitoring, and reduction initiatives • Employees: health, safety, diversity, and engagement, managed through SAM, engagement surveys, and HR follow-up • Social: employee well-being and culture, managed through HR processes and continuous follow-up • Human Rights: non-discrimination and fair labour, managed through internal policies and measures, supplier requirements and due diligence processes • Anti-Corruption and business ethics: risk of misconduct, managed through internal policies, controls, and whistleblowing system. 	Our People Ethical Business Conduct Environmental Responsibility
Policies	We have established policies and structured management approaches covering all material sustainability areas, including employee health and safety, diversity and inclusion, human rights, environmental responsibility, and anti-corruption. These policies are implemented and followed up through defined processes and governance structures, as described in the respective sections of this report. A full list of policies is presented on page 28.	Our People Ethical Business Conduct Environmental Responsibility
Performance Indicators	KPIs include employee engagement and eNPS, health and safety outcomes, diversity metrics, GHG emissions (Scope 1–3), whistleblowing cases, security training. A full list of our measured KPIs can be found on page 29 (Results and Goals).	Our People Ethical Business Conduct Environmental Responsibility

POLICIES

Topic	Relevant Policies
Health and Safety	Work Environment Handbook Work Adaptation and Rehabilitation Policy
Employee Well-being	Wellness Grant Guidelines Hybrid Working Guide Remote Office Setup Guidelines
Diversity and Inclusion	Equality and Non-Discrimination Policy Non-Offensive Treatment Policy
Ethical Business Conduct	Code of Conduct
Human Rights and Supply Chain Responsibility	Supplier Code of Conduct Code of Conduct Sustainable Procurement Policy
Vendor Risk and Compliance	Vendor Management Policy Responsible Disclosure Policy Information Security Policy Privacy Policy
Anti-Corruption and Bribery	Anti-Corruption Policy Code of Conduct
Whistleblowing and Misconduct Reporting	Whistleblowing Policy
Environmental Responsibility	Corporate Social Responsibility Policy Environmental Policy
Sustainable Travel	Global Travel Policy

RESULTS AND GOALS

Sustainability Aspect	KPI	Goals	Result 2025	Result 2024
Environmental	GHG footprint	-50% by 2035	1,444.2 (tCO2e)	N/A
	Renewable energy (%)	100% renewable energy by 2035	37,56%	N/A
Social	Reported harassment incidents	0	1	0
	Gender (%)			
	Men	-	63	63
	Women		36	31
	Do not want to specify		0	6
	Female share in management (%)	-	20%	22%
	Average age	N/A	38	38
Employee engagement score (%)	80	80	84	
Employees responding to Employee Survey (%)	-	79	69,2	
Average eNPS Score	+10	-8	-4	
Governance	Anti-bribery training for employees (planned 2026)	2026	Not yet conducted	0
	Completion rate on annual Security and Privacy Awareness training	100%	100%	100%
	Number of whistleblowing cases reported/resolved	0	0	1
	Number of data breaches	0	0	0
	Certification status (ISO 27001/27701, SOC 2).	Certified	Certified	Certified

CONTACT

In case of questions about this report, please contact us!

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[Inriver.com](https://inriver.com)