

## Social Responsibility

### Employee and partner responsibility

#### Employment statistics 2019

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**Number of employees: 152**  
**Women: 29**  
**Men: 123**  
**Average age: 45**



**Employee turnover: +18**  
(27 hired, 9 left)

iLOQ employs a diverse group of people with a wide range of individual talents and a shared set of values. All of our employees in the parent company and subsidiaries always enjoy benefits (healthcare, insurance, parental leave, retirement fund etc.) according to local regulations and legislation. We employ a predominantly local workforce and management in our subsidiaries to support the local economy and knowhow. Currently iLOQ employs 8 different nationalities throughout the organization. We accept no discrimination in the workplace and aim for equality, diversity and respect for human rights within the company and across our partner network.

iLOQ also requires partners to employ responsible practices in their own operations. Our partner contract directly states that partners shall be committed to ethical conduct and respect for human rights in accordance to internationally recognized social and ethical standards, including compliance with international ethical standards such as SA8000.

#### Employee well-being and incentives

iLOQ is a growing company in the most cutting-edge field of digital technology. This presents employees with the opportunity to have an active role in the definition and development of their role in the organization. A flat organizational structure and open culture encourages continuous learning and personal and professional development. All new positions are opened first for applications from internal candidates. Comprehensive on-boarding events as well as individual orientation are organized for all new employees.

We support our employees in participating in trainings, cross-organizational projects and other activities aimed at the development of professional skills, both during and outside of work. Personal performance review meetings are organized with all employees twice a year. Appraisal of work, employee grievances, career development ambitions and development goals are covered in these one-on-one meetings. Internal workshops and staff questionnaires are also regularly utilized to monitor employee satisfaction and identify areas of internal development.

We also organize regular internal competitions, such as sales competitions with rewards often related to our sponsored sports and activities. In 2019, the winners of the Nordic (Finland, Sweden, Norway) sales competition were awarded the opportunity to take part in the Neste Rally event, a World Rally Championship (WRC) race held in Jyväskylä, Finland.



### Workplace health and safety

The health, safety and well-being of staff is carefully monitored. During 2019 a total of only 2 work-related injuries resulting in missing work were recorded. No considerable risks to health or well-being were recorded. Our corporate premises all operate following 5S methodology (Sort, set in order, shine, standardize, sustain) to ensure a clean, safe and organized workplace.

All missed work due to sick leave are reported to relevant authorities according to local legislation. According to records, there were a total of 268 days of doctor-approved sick leave given out during 2019. This number includes work missed due to common illnesses, but also work missed due to illness in the family (children).

In addition to monitoring workplace health and safety, we encourage staff to proactively participate in initiatives that improve general health and fitness. In 2019, the staff at the Oulu HQ participated in a bike-a-thon campaign called Kilometrikisa organized in co-operation with the Ministry of Education and Culture. Over the course of the campaign period, the staff racked up a total of just over 19 155 km (up from 12 189 km in 2018) of cycling, averaging in excess of 1064 km per participant. The active participation of staff and the positive working atmosphere has resulted in a spirit of working together and getting involved. The cycling efforts were calculated to have helped reduce fuel consumption by 1 340 liters and reduce the staffs CO2 emissions by 3 350 kg.

### Sponsorships and community involvement



#### Sponsorships

In 2019 iLOQ concentrated on sponsoring sporting talent that has a broad European and international audience. These sponsorships play a key role in creating awareness, but also act as a basis for sales/customer hospitality as well as for rewarding staff for their exceptional efforts.

##### Sponsorships in sports (2019):

- **Kimi Räikkönen (Formula 1 driver)**
- **CHL (Champions Hockey League)**
- **Teemu Suninen (WRC rally driver)**

Kimi Räikkönen is one of the most recognized Finns around the world. His involvement with iLOQ has given us a lot of positive publicity and built awareness of our brand. Kimi has been visible in iLOQ's marketing, but he has also made himself available for numerous events and meet-and-greets during his Formula 1 season. A large number of partners, customers and iLOQ staff have had the pleasure of seeing Kimi at one of the races (Germany, Belgium or Italy) or at trade events such as the Finnsec Expo or Kiinteistöhallinta - seminar, both held in Finland.

In total Kimi Räikkönen has met hundreds of people in his capacity as a brand ambassador for iLOQ:

**126 customers**  
**120 partners**  
**61 iLOQ employees**  
**300 others**

#### University co-operation

We aim to build and maintain close ties to local higher learning institutions. For example, iLOQ has had close involvement with numerous interesting dissertation projects at local technical universities. iLOQ management has also given lectures and talks at different forums for students seen as potentially valuable future employees.

#### Donations

In 2019, the funds set aside for corporate Christmas gifts were donated to the funds earmarked to Save the Children (Pelastakaa lapset ry).

### Product safety

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All products with electronic/digital components are safe and low voltage. No toxic or harmful materials are used in our products.



#### Privacy and data protection

We have invested in cyber security in products developed by iLOQ to ensure we comply with and exceed regulatory demands in all markets. For example, all data transferred between devices, the cloud-based customer-specific servers and management software is AES 256 encrypted. Customer privacy is ensured by full GDPR compliance in all operations.

#### Customer grievance policy

We have standardized procedures in place for the handling of customer grievances and product returns. All cases are handled promptly. In 2019 the recorded average case closing time for customer grievance cases was 12,9 days.