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# SUSTAINABILITY REPORT 2025

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Trisall Holding AB (covers HiQ and Frends operations)



# Sustainability report 2025.

**At HiQ, we simplify people's lives by using technology, design and creativity to develop smart solutions, business and brands. We operate within the megatrend called digitisation and we believe that technology development is the best way to make the world better, more sustainable, simpler, safer – and more fun.**

We live in a world with a finite number of natural resources. Our way of life depends on large amounts of energy. And as human beings, we are spread across the world with a variety of living conditions, structures and rights. As a company, we adhere to the rules, instructions and guidelines that our Nordic countries and the international community set for us. We work to ensure that we take care of our staff, take care of us people, reduce the burden on society, reduce negative environmental impact – and contribute to a more sustainable world.

HiQ is a group that develops high-tech solutions that make life easier for people. At the same time, the accelerating pace of technological development and digitisation creates great opportunities to make our society more sustainable. It is in this position that we at HiQ help our clients on a daily basis to develop solutions that contribute to this. We are convinced that we as a company make the most difference by putting full focus on digitizing our customers' operations, products and services. Or why not pure societal functions that allow us to use resources more efficiently.

We use digital methods and tools to educate people to make smarter choices. And we also make sure to do it in a fair way. With the help of technology, creativity, design and communication, we create solutions that simplify people's lives. We streamline processes and systems. We're speeding up flows. We digitize analogue products and services. We create solutions that are intuitive, fast, fun and secure. And not least simple. By digitizing and simplifying, we don't just contribute to increased efficiency or pure profitability. We also contribute to slowly but surely creating a better world. A safer, more secure, more fun – and perhaps above all – a more sustainable world.

HiQ has several governing documents that form the framework around sustainability. These governing documents include, among other things; Policy for

Business Ethics, Work Environment Policy, Environmental Policy and Gender Equality and Diversity Policy. In addition to purely measurable goals, the results of our policies can be seen in HiQ's values. The practical work with these policies results in the employee handbooks, guidelines and instructions that are available. In addition, they are also covered in training courses that HiQ conducts and in the relationships that HiQ has with customers and suppliers.

HiQ's Code of Business Ethics regulates HiQ's governance model for preventing human rights violations and how we proceed to counteract corruption. For HiQ, fighting corruption means taking responsibility for the projects HiQ carries out and the working methods used. HiQ has zero tolerance for non-compliance with our Business Ethics Policy. No violations of this policy were reported in 2024 or 2025.

## HIQ'S SUSTAINABILITY WORK CONSISTS OF FOUR PARTS

1. We create a better world through technology, design and communication – we do this by working with digitisation together with our customers
2. We contribute to the sustainable development of society by generating tax revenue – we do this by delivering profitability and growth
3. We contribute to reducing the burden on the welfare systems – we do this by actively contributing to a healthy work environment and everyday life for our employees
4. We contribute to a better environment – we do this by reducing our own impact on the environment by choosing resource-efficient alternatives for purchasing transport and premises



### 1. We create a better world through technology, design and communication

We are convinced that the most important sustainability work we can do is to deliver high quality to our clients and be profitable – something we have strived for since HiQ was founded over 30 years ago. By delivering high quality to our customers, we contribute to new innovative solutions that increase availability, simplify and contribute to a more efficient use of resources.

A quantitative measure of how well we are doing in the customer area is our customer satisfaction index. The latest customer survey took place in 2023 with a customer satisfaction index of 4.2 (4.2 in 2021) out of a maximum of 5.0. In 2025, only local customer satisfaction follow-ups were carried out. A new customer survey for the Group is planned to be conducted in 2026.

### 2. We contribute to the sustainable development of society by generating tax revenue

Being a profitable company also means contributing to the sustainable development of society by paying taxes. Through our high profitability, HiQ contributes by paying corporate tax. At the same time, HiQ is a labour-intensive company, which means that most of our costs are salaries and non-wage costs (such as social security contributions, pension costs, payroll tax, etc.) for jobs that we generate.

Based on HiQ's operations, the company has assessed that the risks associated with respect for human rights are low and that the risks that exist in this area are minimised by complying with applicable legislation, policies and procedures and paying taxes and fees.

### 3. We contribute to reducing the burden on welfare systems

For HiQ, our employees are our most important resource and therefore a natural part of our sustainability work. In addition to respect for human rights, gender equality and

labour law rules, it is therefore of great importance to us as a company that our employees are happy and healthy.

For HiQ, the biggest risk in this area is that staff leave or are absent. In the area of employees, we measure staff turnover and sickness absence. Employee turnover is measured as a year-on-year change.

HiQ is a value-driven company that works with proactive measures to ensure that our employees and their families can have a good everyday life.

### 4. We contribute to a better environment

Since HiQ is a service-producing company, the risks of environmental impact from our production process are limited, seen from a traditional perspective. The areas that we have identified that we can work with are energy consumption in our premises, transport and using environmentally friendly alternatives when purchasing as far as possible.

#### WHISTLEBLOWER

As part of HiQ's sustainability work, in 2022 we introduced a Whistleblower function where employees, clients and partners can anonymously report if they encounter actions or conditions that do not comply with HiQ's Business Ethics policy. The function is available to all employees at HiQ and on our website.

- Cases reported in 2023: 2
- Cases reported in 2024: 2
- Cases reported in 2025: 1

#### ECOVADIS

HiQ's long-term work for sustainable business was recognised in March 2024 with the EcoVadis bronze medal. According to the award, HiQ was thereby positioned among the top 35 percent in our industry, out of all

companies that were evaluated on sustainability by EcoVadis during the previous 12 months.

#### SUSTAINABILITY GOALS

HiQ has set the following sustainability goals:

##### Customers:

- The same or higher customer satisfaction index compared to the previous survey. A new customer survey is planned to be conducted in 2026.

##### Society:

- No quantitative targets have been set

##### Social conditions and personnel:

- An improved eNPS in 2026 compared with 2025
- Work to attract more women to the tech industry, for example through the established partnership with "Women in Tech"
- Reduced employee turnover in 2026 compared with 2025
- Reduced work-related sickness absence in 2026 compared with 2025
- Target of a long-term gender balance of 40/60 in the entire workforce, with a current total share of 23% women and 41% women in leadership positions

##### Environment:

- Reduce our accumulated CO<sub>2</sub> emissions from scope 1 (company cars) by 90% by 2027. Calculated from the start of measurement in 2020 up to and including 2025, our CO<sub>2</sub> emissions decreased by 83.2% in absolute terms (corresponding to a reduction of 274.8 tCO<sub>2</sub>).
- 100% of company cars to be hybrid or electric by 2027. In 2025, the share increased to 91,3%.
- Increase environmental awareness among our employees.

- Recycle end-of-life computers and take responsibility for the entire life cycle of computers and other hardware. 90% of all operational sites within the Group shall have hardware recycling programmes by 2027. In 2025, the share increased to 75,0%

#### **Anti-Corruption/Money Laundering/International Sanctions:**

- Zero tolerance for corruption
- Zero tolerance for money laundering
- Zero tolerance of sanctions violations

No violations of these policies were reported in 2024 or 2025.

Apart from the fact that HiQ must comply with applicable laws and regulations, no separate performance indicators have been used for respect for human rights. As of 2022, HiQ sets targets for our ESG (Environmental, Social and Governance) work and we carry out ongoing measurements for follow-up at Board-level.

#### **CSRD**

In accordance with the EU Omnibus 1 Directive, HiQ falls below the established thresholds for mandatory non-financial sustainability reporting (CSRD) for the year 2028, regarding the financial year 2027. Nevertheless, HiQ aims to produce a new, updated and CSRD-inspired sustainability report no later than 2028.

As an improved basis for its environmental work, HiQ plans in 2026 to carry out a baseline measurement of the Group's greenhouse gas emissions in accordance with the GHG Protocol. The GHG Protocol (Greenhouse Gas Protocol) is an international standard for how organisations should measure, account for and report their greenhouse gas emissions.

#### **REVIEW OF SUSTAINABILITY POLICIES**

HiQ annually reviews compliance with the company's policies, both in the area of sustainability and other policies, within the framework of the controller tour that is

being conducted. The Board also annually revises the policies that have been adopted.

#### **RISKS IN THE SUSTAINABILITY WORK**

The material risks within the area of sustainability that HiQ has identified relate primarily to our employees, and great focus is placed on this in our daily work. Several governing documents have been established and targets have been set.

Regarding risks in HiQ's other sustainability areas, the company has carried out a double materiality analysis in accordance with the CSRD, which has been approved by the Board of Directors.

The risks within the sustainability work that are identified are evaluated annually and constitute an integral part of HiQ's risk management process. Based on the outcome of the evaluation, the governing documents are updated.