



Zimpler 2022

# ESG report





# From the CEO

“Over the years, the demand for businesses to do the right thing for society and the environment has grown from consumers and employees to government requirements. As Zimpler entered its scale-up phase and our potential to impact the world increased, we decided that we should always do the right thing. Because it’s the right thing to do. Not because we’re required or want to be more marketable.

We understand that every business decision we make has impacts inside and outside of Zimpler, both positive and negative. Through focusing on these impacts we’re able to make decisions that promote positive effects and reduce or eliminate negative ones. Our ultimate ambition is to have a net positive influence on our industry and beyond.

The first step in this process is gathering data to visualise our impacts. This helps us focus on what matters most. So at Zimpler, we’re relying on our ESG report as both compass and map for building a modern company that takes full responsibility for its decisions.”

**Johan Strand**, Stockholm 2023



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# About Zimpler



# About us



Zimpler was founded in Sweden in 2012 and is providing tailored solutions for seamless and secure account-to-account payments, for both B2C and B2B. From offices in Sweden, Malta and Brazil, Zimpler's solutions are live across Europe and Latin America with ambitious expansion plans ahead.

**With the sight set on the global stage, Zimpler is on a mission to be the universal way to pay and get paid.**

From a sustainability perspective, we understand the choices we make have impacts on society and the environment. We believe that through understanding the impacts of our choices that we can be a positive influence in the payments space. Our ambition is that we not only address our impacts, but help other companies to do the same.



# Business model



We specialise in account-to-account (A2A) payments, the best and only way to ensure instant transactions. In our platform society where we live digitally, moving money between platforms in a heartbeat is an enormous opportunity.

**A2A payments are faster, safer, cheaper. We're riding that ticket.**

While online transactions continue to grow, fraud grows faster. With us, safety and transparency are built into the system. Safety, through automated risk monitoring and embedded Know Your Customer (KYC). Transparency, because each merchant has full access to the Anti Money Laundering (AML) and KYC profiles of their clients and can assess transactions and balances in real time.

In 2022 we became the first company in Sweden to provide account-to-account payments for B2B through Paylink – digital invoices with a link. We have a wide range of products. And we see that this is of great value to our partners, merchants and customers. Through our product range we offer an embedded KYC solution along with a complete B2C and B2B payment offer, including payouts, pay-ins and recurring payments, with customer support available 24/7.

For the past few years, we have devoted significant resources to diversifying our customer base so that more segments and markets can benefit from our products.



# Our promise



In ten years, the world will prefer a different way to pay than today. And all signs point to A2A payments becoming the bedrock of that future. The trend is clear – people want to pay with their own money, from their own account, in real time. They don't want to pay on credit and they don't want to wait. And that's why we look at this as the opportunity of a lifetime, to change the way the world pays and make instant payments freely available to everyone. That's why we're here.

Zimpler is a company that drives development in A2A, that comes up with new topics, new ideas. We are young and that is our strength, our offer is based on technology that was not possible just a few years ago. We adapt constantly and quickly to meet the changing consumer needs for faster, safer and cheaper payments, and will jump across any border to do so. In our world, payments have no limits, no lines that can't be crossed.

Because of our commitment to innovation and finding solutions, Zimpler is the default first resort for smart companies in search of smarter payments. We can't always solve every problem as fast as we'd like, but we can always have the mindset and willingness to look at how we can be innovative and how we, together with our merchants and partners, can find a solution that suits them.

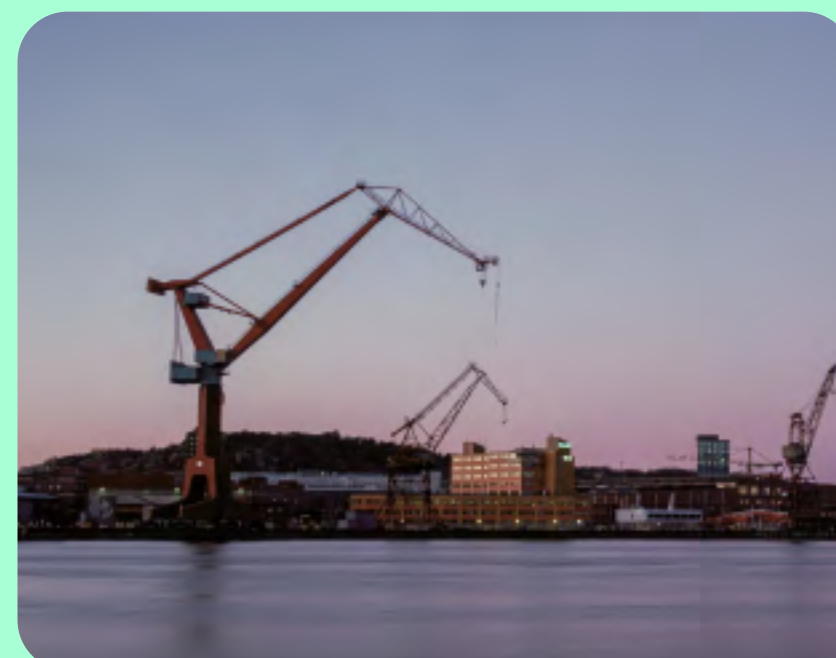
**Once you start working with Zimpler, you never want to change that experience.**

# Our offices



## Stockholm, Sweden

The site of our head office. We outgrew our premises during the year. To get some extra square meters, we rented temporary office spaces at WeWork and Lamb. By the end of 2022, we had the keys to a new and bigger office.



## Gothenburg, Sweden

Our largest physical office during 2022 and home to our entire Product team. They made up most of the staff, though many other teams were partially located here.



## Gżira, Malta

While we've had a team in Malta for some years, in 2022 we began renting a coworking space at Soho. This gave our team at Malta a place to come together and meet physically.



## São Paulo, Brazil

Our office in Brazil opened in the fall of 2022. This office is the home of our smallest team and located in the central neighborhood Itaim Bibi. The office is a part of Business Sweden's larger office space.





# Reshaping the world of payments, one country at a time

## Live market

- |         |             |
|---------|-------------|
| Sweden  | Estonia     |
| Norway  | Latvia      |
| Finland | Netherlands |
| Denmark | Lithuania   |
| Germany | Brazil      |
| UK      | Peru        |

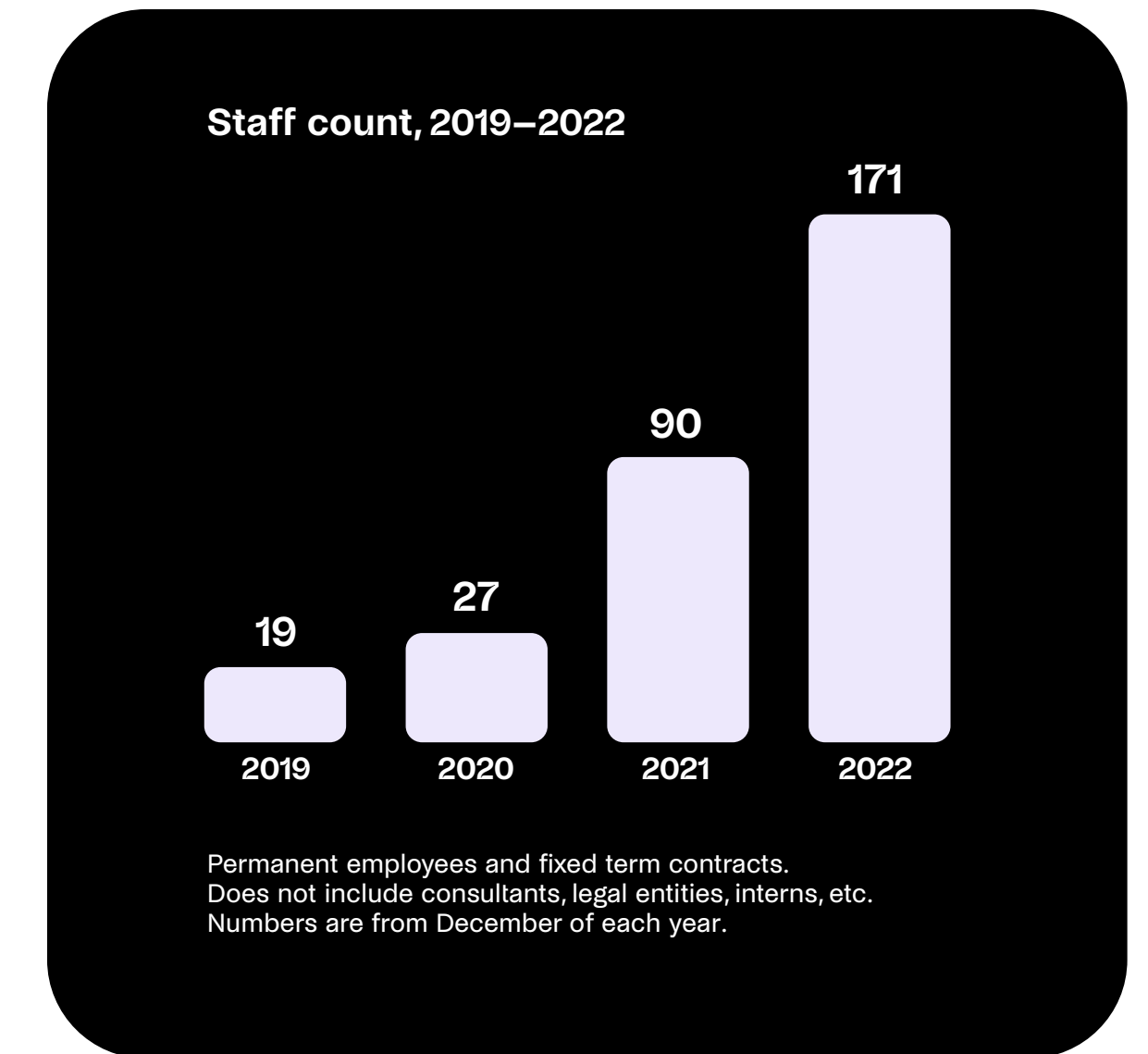
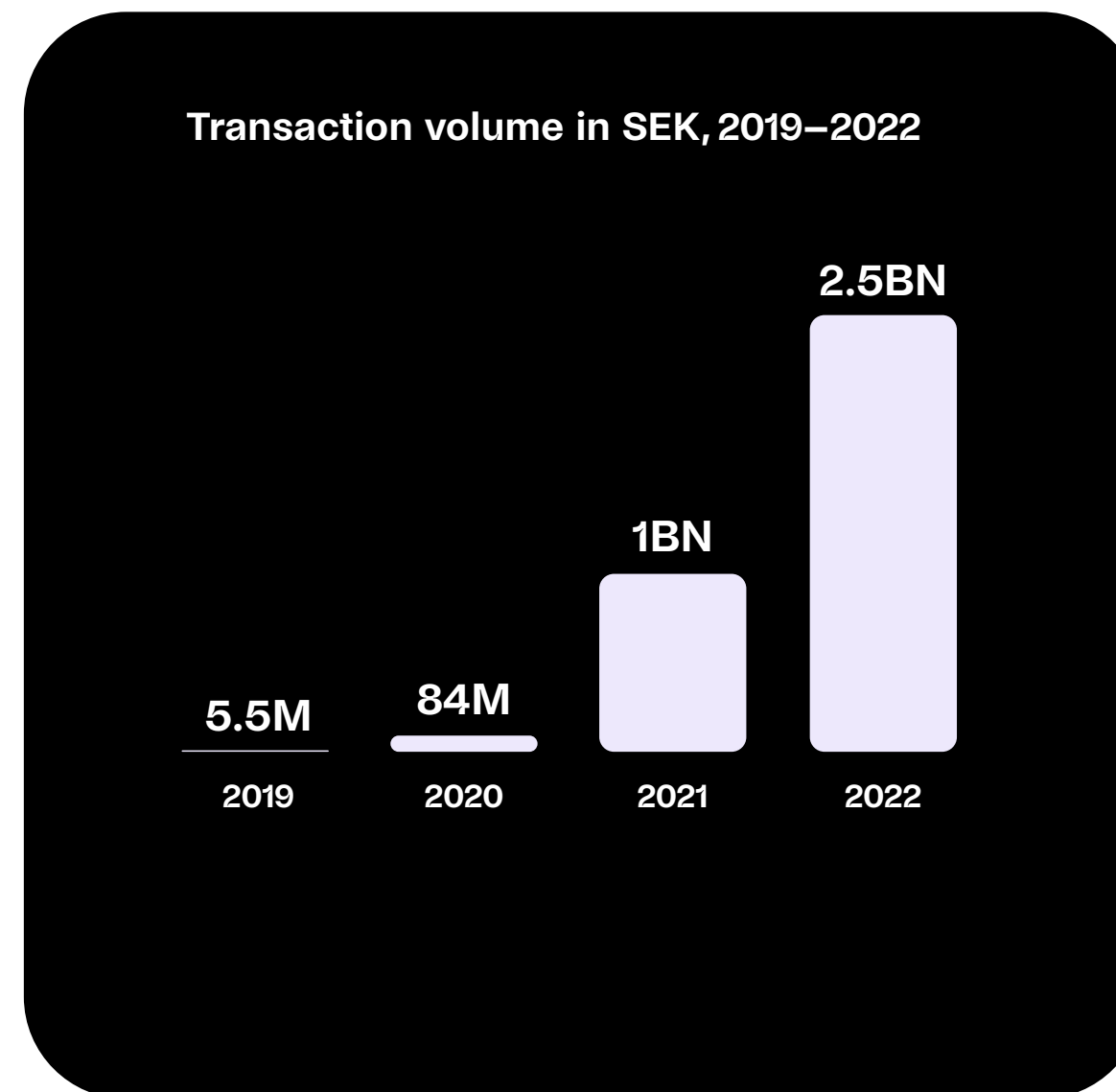
 Live markets  Next expansion focus



# Our growth

We started 2012 and didn't make the pivot to account-to-account payments until 2018. Our platform was built in 2019 and the numbers speak for themselves what happened after that.

To support our expansion into new markets and our evolving products, our staff has also grown by quite a lot. Our scale-up phase began in 2021 and continued strongly throughout 2022, with the majority of the growth taking place in our Swedish offices.





# UN SDG commitment

Our Code of Conduct states that we use the UN Sustainable Development Goals (“UN SDGs”) as a guide for what more we need to do in order to be responsible global and local citizens.

Of the 17, we specifically work towards:

- Good health and well-being
- Decent work and economic growth
- Reduced inequalities
- Climate action

Each material topic in this report has at least one of our UN SDG commitments attached to it. We do this to focus on our efforts both with the UN SDGs but also around ESG topics.

## SUSTAINABLE DEVELOPMENT GOALS



The background is a solid teal color. In the four corners, there are decorative red shapes that resemble stylized, rounded corners or abstract geometric forms. The text is centered in the middle of the page.

# **Methodology, process and definitions**



# Methodology



The methodology used in the project is based on and inspired by the upcoming EU Corporate Sustainability Reporting Directive (CSRD).

Throughout October 2022, 17 Zimpler leaders representing all sides of the business were interviewed to identify where Zimpler has the biggest possibility to make an impact from an ESG perspective.

All interviews followed the same structure. It began with open-ended questions about how their team or department is structured and how it connects to other parts of the business and the outside world. The second half of the interview was more close-ended, with a focus on the specific ESG categories and subcategories to be able to identify our most material topics.

**The findings in this report are a combination of collected data for 2022 and self-reported material assessment.**



# Stakeholders



Our stakeholders are the groups with both an interest in Zimpler and who can either impact or be impacted by the business. They are, in alphabetical order:

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Board of Directors

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Clients / Merchants

---

Commercial Partners (e.g. Vendors)

---

Employees

---

End Users

---

Governmental Bodies

---

Media

---

Owners

---

Potential Investors

---

Strategic partners (e.g. Banks)

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# ESG category definitions

Here is how we have defined the various categories included in our ESG study. The categories are inspired by the requirements in the upcoming EU directive CSRD.



## Environment

### Climate change

Greenhouse gas (GHG) emissions and energy efficiency, with a focus on how to adjust the business model, minimise our contributions to climate change.

### Pollution

Pollution to air (both indoor and outdoor), water (including groundwater), and soil at production sites or through the use of products and services.

### Waste & circular economy

The lifecycle of the supplies used in our business' operations, how long they last and how they are disposed of, recycled, or re-used.



## Social

### Own workforce

Physical, social, and operational working conditions (e.g. equal opportunities, freedom of association, privacy) for both employees and non-employees such as contractors and agents.

### Workers in the value chain

Includes the same parts as "Own workforce", except this topic focuses on the workers of our partners, suppliers, merchants, and so on.

### Affected communities

The economic, social, and cultural rights for citizens in the communities where we have offices or markets we operate in.



## Governance

### Business ethics

Corruption, bribery, and broader ethical principles.

# Our impacts



# Environment material topics

We have agreed two out of these three categories are material for us. They were uncovered through the interview process.



## Climate change

- Travel
- Energy use (offices)
- Energy use (product)

## Waste & circular economy

- Merchandise
- eWaste
- Waste sorting/recycling

## Pollution

N/A

Pollution is not assessed as a material category due to the nature of our business – we don't offer a physical product and other physical supply needs are very limited.

# Social material topics

We have agreed two out of these three categories are material for us. They were uncovered through the interview process.



## Own workforce

Company Culture  
Equal Opportunities  
Diversity

## Affected communities

Vulnerable End Users  
Responsible Expansion

## Workers in the value chain

N/A

“Workers in the value chain” is not assessed as material because our value chain is limited to mostly other digital services.

# Governance material topics

We have agreed this topic is material for us. Like the others, it was uncovered through the interview process.

## Business ethics

- Anti-corruption
- Anti money laundering (AML)
- Information security





# Report

Actively engaged with and reporting to stakeholders.

# Communicate

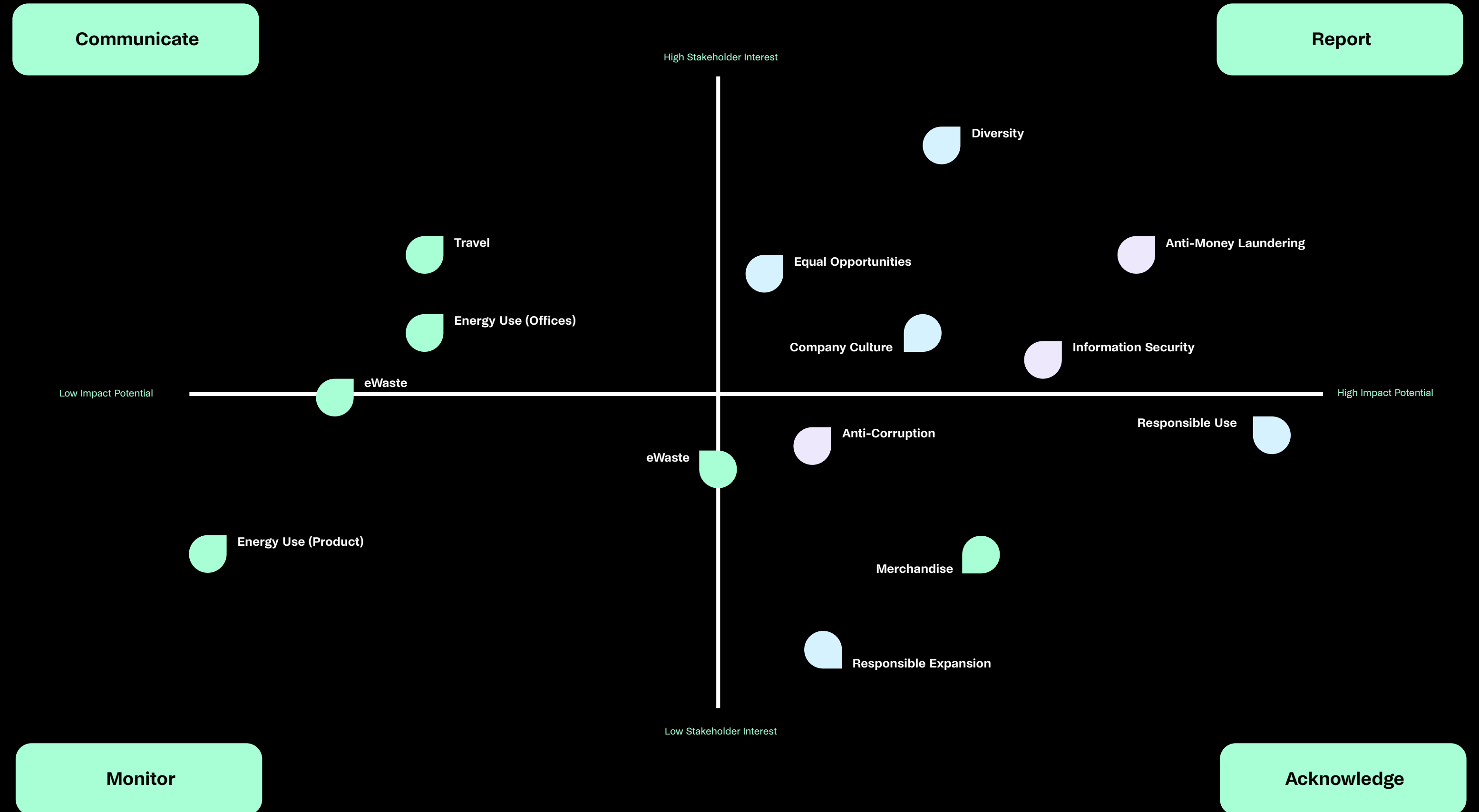
Report on even though we have little to no impact.

# Monitor

Not engaged with, not reported on, but have potential to move so we keep our eyes on them.

# Acknowledge

Actively engaged with but not reported on.





## UN SDG Alignment



### Environment / Climate change

# Travel

**Definition:**

Flights taken by our employees to visit other offices, attend events, meet clients, and other business needs.

**Limitations:**

We only look at flights. Climate smart travel, like trains, is not included in our measurement.

**Governance:**

Train travel is preferred, as specified in our travel guideline, but it's neither monitored nor enforced.

**Monitoring:**

We generate monthly reports from Egencia, our travel agency, of flights taken with estimated carbon emissions.

**Future plans:**

We're investigating internal carbon fees and stricter limitations on taking flights under 1.5 hours as well as train use.

### Our impacts:

Travel is our largest known contribution to climate change and the one most in our control. Several departments and teams are required to travel to effectively perform their role.

Air travel is especially important during our current scale-up phase as we expand to new markets and establish new offices.

Traveling by train is the priority when feasible, though having our main offices in Sweden makes train travel difficult or impossible in many situations.

We need to be more strategic on who and why people are traveling to reduce flights. We also need to greatly reduce or eliminate flights within Sweden where train travel is fast and nearly non-emitting.

147t CO<sub>2</sub>

Emissions from flights estimated by our travel agency

151t CO<sub>2</sub>E

Greenhouse gasses offset via CHOOOSE

4t CO<sub>2</sub>

Emissions we could have avoided by taking trains



## UN SDG Alignment



### Environment / Climate change

# Energy use (offices)

**Definition:**

The amount and type of electricity used in our offices.

**Limitations:**

Only Zimpler office space is included, not when Zimpler employees work outside our office spaces.

**Governance:**

None

**Monitoring:**

The electricity in our offices is managed by the property owners and is largely out of our control.

**Future plans:**

Expand CHOOOSE offsetting to all employees, not only those in Sweden.

**Our impacts:**

We have four offices: Gothenburg (Sweden), Stockholm (Sweden), Gżira (Malta), and São Paulo (Brazil). Each of these locations use different levels of energy and different energy sources. Our locations are limited by their energy suppliers in terms of renewable energy or not, so the use of clean energy is unfortunately not always possible as we expand globally. Our office in Gothenburg, for example, is powered by excess heat from refineries and heat recovered after incineration of waste.

As of February, 2022, we purchase carbon credits and fund renewable energy projects via CHOOOSE to offset the average carbon footprint for all our employees in Sweden. For 2023, we will expand this to ease our carbon footprint outside of Sweden.

1,815t CO<sub>2</sub>e

Greenhouse gases offset via CHOOOSE



## UN SDG Alignment



### Environment / Climate change

# Energy use (product)

#### Definition:

The amount and type of electricity our product requires to function.

#### Limitations:

We look at our products elements only and do not include emissions from banks and merchant websites.

#### Governance:

None

#### Monitoring:

None

#### Future plans:

We're doing an environmental impact analysis and comparison to understand this more thoroughly.

### Our impacts:

While there are many studies on the energy use of traditional card and crypto payments, there's little to no information on the environmental impact of account-to-account bank transfers. This has made it difficult for us to evaluate the true energy use and impact of our product. Having said that, we do assume it's lower than cards and crypto due to fewer actors and processing needed to complete a transaction.

In 2023, we will have a graduate student from Chalmers University complete an environmental impact assessment of our A2A product. Our ambition is for the assessment to help us both communicate the impact to stakeholders but also make changes to reduce it where possible.



## UN SDG Alignment



### Environment / Waste & circular economy

# Merchandise

**Definition:**

Branded physical items from t-shirts to tech to event stands that we've created for internal and external purposes that are single use or given away for personal use.

**Limitations:**

Non-branded items that are purchased "as-is"; e.g., gifts for clients or employees, are not included.

**Governance:**

None

**Monitoring:**

None

**Future plans:**

Establish guidelines for what type of merchandise Zimpler buys, how it's sourced, quantities, purposes, and so forth.

**Our impacts:**

We have two teams that work with merchandise: Marketing and People Experience (so external use and internal use). Some of their merchandise overlaps, such as shirts, and some is unique to the team, such as event stands.

Internal merchandise provided by People Experience switched to an opt-in process at the end of 2022. They are only ordered for the amount of people who requested and donated an equivalent amount of money to charity for those who opted-out.

2022 was a big year for Zimpler with our new brand launch, which meant attending many events and getting our name out there. The Marketing team coordinated hundreds of branded gifts to hand out at various trade shows and conferences.

Our sales team skipped buying gifts or merchandise for key partners and instead donated that entire budget to charity.





## UN SDG Alignment



### Environment / Waste & circular economy

# eWaste

#### Definition:

Computers, servers, mobiles, tablets, network equipment, and displays that we no longer use or need.

#### Limitations:

Other appliances with electronic components such as TVs, cameras, or coffee makers are not included.

#### Governance:

None

#### Monitoring:

Our eWaste processor in Sweden provides us with reports on units recycled versus refurbished and resold.

#### Future plans:

ReuseIT is limited to Sweden, so finding similar solutions in Malta and Brazil in addition to establishing governance overall for eWaste.

### Our impacts:

We primarily use Apple computers with various exceptions based on role/team requirements. How these are disposed of varies depending on the office or employee's location.

In Sweden, we've started a relationship at the end of 2022 with ReuseIT to handle our eWaste. They either refurbish and resell or properly recycle the equipment.

In Malta, we donated our old computers to recently arrived Ukrainians fleeing Russia's invasion.

Our Brazil office wasn't open long enough to generate any eWaste in 2022.

33

Computers, servers, and mobiles resold

13

Computers, servers, and mobiles recycled



## UN SDG Alignment



### Environment / Waste & circular economy

# Waste sorting / recycling

#### Definition:

What happens to waste after it leaves our offices.

#### Limitations:

Only includes waste handled in our offices, and eWaste is not included as it is a separate category.

#### Governance:

None

#### Monitoring:

None

#### Future Plans:

Establish governance for mandating recycling and circular economy, improve our waste sorting in Brazil.

#### Our Impacts:

Each of our four office locations has different waste sorting and recycling options.

In the Gothenburg and Stockholm offices, we have thoroughly sorted waste – everything from material (plastic, paper, etc) to food/compost and “pant” (bottle and can recycling). Our offices in Malta and Brazil are in co-working spaces where we have no control over how this is handled. In Malta, the office follows the general local laws around sorting waste (organic, paper, plastic, metals, etc). In Brazil, the co-working space does not currently separate waste.



## UN SDG Alignment



### Social / Own workforce

# Diversity

**Definition:**

The breadth and spread of identities present across the organization.

**Limitations:**

We look at both the company-wide and departmental/team level – not one or the other.

**Governance:**

We have a dedicated Diversity Manager in the Operations Department to promote diversity and inclusion in our hiring practices, internal processes, and external facing business practices (e.g., customer support).

**Monitoring:**

None

**Future plans:**

Establish process/system/schedule to monitor identity demographics of our employees, further integrate this topic into more team-specific operations (everything from Talent Acquisition to UX), and more clearly define governance and accountability.

**Our impacts:**

Like many other aspects of Zimpler during the scale-up of 2022, our approach to diversity was under development. We did not have any measurement systems in place and are unable to report on the breadth of identities in our organization. We did, however, implement diversity and inclusion training as part of our onboarding that received nearly universal praise by all who went through it during the year.

Gender diversity was and remains a priority. We co-organised and sponsored a very successful Women In Tech event in Stockholm, had a guest speaker for the whole company on the dangers of leaving women out of tech innovation for International Women’s Day, and sponsored a Women in Tech Gothenburg networking event.

We launched an employee resource group (ERG) for ERGs called “Be You.” That group has subsequently launched the groups Women at Zimpler, International Zimplers, and Mental Health. These groups are led by employees and help influence our internal processes to increase inclusivity and equality.

In the spring of 2022, we counted at least 24 different native languages across all our offices. We are a very international company. Throughout the year we further grew our relationships with Mitt Livs Val and Jobbsprånget, two Swedish organisations that help recently immigrated people to Sweden join the workforce.



## UN SDG Alignment



### Social / Own workforce

# Equal opportunities

#### Definition:

Joining Zimpler, advancing within, and compensation are all handled without discrimination.

#### Limitations:

Benchmarking is limited to permanent employees and fixed term contracts and some processes are limited to gender discrimination.

#### Governance:

Our Code of Conduct clearly defines our anti-discrimination stance and identities we consider. We also follow relevant regulations on salary mapping and inequality corrections in addition to an internal promotions guideline.

#### Monitoring:

An annual salary mapping is performed to identify possible gaps between men and women, and between different roles.

#### Future plans:

Competence project (framework to create clear expectations of roles, advancement, and so forth), establish remuneration policy to define what “equal salaries” entails, revising various processes to avoid bias traps (e.g. performance reviews, internal promotion guidelines, and talent acquisition process), and investigating how we can further support all identities, not just those regulated by government control (e.g. not just gender pay gap).

### Our impacts:

Like our diversity impact, this is an area the company has made a stated dedication to but lacked extensive governance and monitoring during our scale-up in 2022. That said, we still have a lot to be proud of.

Our talent acquisition team has had a “potential over pedigree” approach – our head of TA was even interviewed on a podcast about this. And our TA team overall has revised their entire process from start to finish to account for potential bias traps.

Towards the end of 2022, we established both an internal promotions guideline as well as a job shadowing program that helps to develop current Zimplers both within their role but also to expand into other areas.



## UN SDG Alignment



### Social / Affected communities

# Responsible use

#### Definition:

Consumers susceptible to detriment due to personal circumstances through the use of our product.

#### Limitations:

Appropriate levels of care on our behalf can only extend so far, we do not accept full responsibility.

#### Governance:

None

#### Monitoring:

We monitor categories of customer support complaints but do not mark individual tickets to respect sensitive personal data.

#### Future plans:

Funding research on the role of payment gateways in curbing gambling addiction, collaborating with gambling addiction support groups, and expanding our customer support methods to better support when we're contacted by vulnerable end users. While Sweden has a system where people can volunteer to have themselves blocked, we want to see how we can provide that same level of support in all our markets.

## Our impacts:

In 2022, our customer support team were able to see patterns in customer communication and offer users the ability to be blocked from using our services. We're researching expanding this and other innovative ways to support this community. For example, in 2022, we did an initial investigation into an affordability check and began lobbying the SGA to be able to connect to Spelpaus (the government system of self-exclusion in Sweden).

Handled responsibly, we view nothing materially wrong with gambling. However, gambling addiction has severe consequences that can ripple out beyond the individual, in the same way as alcohol use. We understand that our services are used in gambling and we do everything in our power to restrict use for those over consuming, much like a bar.

We strive to be a positive influence in the sector. Our internal motto is, "If anyone should be doing it, we should." In the last 4 years, we've collaborated on academic research and tested out a variety of product features that encourage responsible use. Now that we've grown in size and influence, we're excited to further this work and not only help our users, but users everywhere.

However, we oppose the practice of de-risking, when financial institutions exclude customers from the financial system despite the service as such being legal. De-risking may lead consumers and companies to expensive, unsafe and in worst case illegal solutions, while increasing the risk for money laundering.

4

# of complaints made to FI about Zimpler connected to gambling addiction

2

# of complaints made directly to Zimpler connected to gambling addiction



## UN SDG Alignment



### Social / Affected communities

# Responsible expansion

#### Definition:

The process for ensuring the expansion of the business (markets, verticals, etc) has a risk-based approach where not only commercial and financial interests are included, but also environmental and societal impacts in the local communities.

#### Limitations:

No limitations – the topic covers all expansions of the business whether it relates to new products, services, markets, or segments.

#### Governance:

Our internal process called “New Product Approval Process” (NPAP) provides a deep understanding and analysis of the potential market or segment. It has a risk-based approach where assessment shall be made from, for example, a legal, commercial and financial perspective, amongst other business areas.

#### Monitoring:

No monitoring mechanisms in place for tracking the activities we do related to ESG.

#### Future plans:

Integrate the ESG topics as a formal part of the NPAP, expand our CSR strategy to all offices globally, and expand our products and services so that they function equally well regardless of disability.

### Our impacts:

We did however identify one social impact as the result of our expansion to Brazil. According to recent research, less than 1% of Brazilians speak English well enough to work professionally in it, and many of those 1% are from privileged backgrounds in one way or another. So foreign companies requiring their employees to speak English contribute to a cycle of keeping the privileged privileged and cuts out many talented Brazilians. We've partnered with the online English academy Da Quebrada Por Mundo to both fund free English courses but also collaborate on courses specific to speaking English at tech and fintech companies.



## UN SDG Alignment



### Governance / Business ethics

# Anti-corruption

#### Definition:

Assessing and controlling the risks connected to the abuse of entrusted power for private gains, including bribery, fraud, and conflict of interest.

#### Limitations:

The anti-corruption efforts should have a risk-based approach and focus on the markets, segments, and business activities where the risk for corruption is deemed as high.

#### Governance:

The Code of Conduct covers this on a high level and there's additionally an Anti-Bribery and Corruption policy (ABC policy) in place.

#### Monitoring:

The process for reporting corruption and bribery incidents was implemented at the end of 2022 – there was no monitoring prior. There's the possibility to report KPIs on the area for 2023.

#### Future plans:

Regarding governance, we will update the ABC policy and ensure the area is communicated within the organisation. Additionally, there should be specific training for those employees working in the areas where the risk for bribery and corruption are high.

### Our impacts:

This topic is an area where we think we can have a high impact.

During 2022, we did not specifically focus on this area and we need to start to integrate and talk more about our business ethics in general, and anti-corruption in particular. We can really have an impact if we create awareness within the company for corruption and the different aspects of that, which will support responsible business decisions in all parts of the operating environment, but specifically within the commercial parts where the risk for corruption can be seen as high.

With a clear standpoint and guidelines within this area, it will support the employees in their daily work and also encourage the reporting of suspicious incidents, and will by that increase and strengthen the internal processes and limit the risk of corruption.



## UN SDG Alignment



### Governance / Business Ethics

# Anti money laundering (AML)

#### Definition:

Combating financial crime to ensure we conduct business in a way that minimises the risk of being used for all types of money laundering, terrorist financing, and other financial crimes.

#### Limitations:

No limitations – includes all types of money laundering, terrorist financing, and other financial crimes.

#### Governance:

The area is governed by the main AML/CTF Policy, with support from the AML/CTF/Sanctions Risk Appetite Statement and AML/CTF Business-wide Risk Assessment. Additionally, there are several instructions and routines to ensure we're compliant with relevant laws and guidelines and there's regular training for all employees plus specific training for the AML teams.

#### Monitoring:

There are several KPIs for monitoring AML, for example "Accepted share of customer base that is considered as very high-risk", "Accepted share of quarter to quarter increase in share of transaction volume to and from customers considered as high-risk" and "Accepted AML/CTF Employee turnover per 3 months".

#### Future plans:

We will always continue to invest in AML, compliance, and customer experience as well as to make sure to internally have a senior level of AML and compliance competence to stay in the forefront. In 2023, we will continue to focus on improving and expanding the AML Program. Quality, scalability and digitalisation will be core for AML in 2023.

### Our impacts:

Our impacts related to both internal AML work as well as influencing the field overall was commonly brought up in the interviews. Zimpler employees see there is a legal minimum within the area but have ambitions to go way beyond that to be extremely responsible and make a difference in the industry.





## UN SDG Alignment



### Governance / Business ethics

# Information security

#### Definition:

This is the protection of information and its systems from unauthorised access, use, disclosure, disruption, modification, or destruction in order to provide integrity, confidentiality, and availability. Data privacy is seen as an important part of the topic with focus on handling employee and end-user personal data in compliance with data protection laws, regulations, and general privacy best practices.

#### Limitations:

No limitations

#### Governance:

Our Information Security Policy ensures our governance is applicable with relevant guidelines and the business demands. Additionally, Zimpler's privacy legal counsel is responsible for ensuring that all personal data is handled in compliance with the General Data Protection Regulation (GDPR).

#### Monitoring:

We have a risk-based approach, meaning a focus on the information where the highest risks are. For data privacy, Zimpler have an appointed Data Protection Officer as part of the second line of defence to monitor and support the operating business in privacy-related matters.

#### Future plans:

General monitoring is in progress of being setup. This will cover specific systems, information and processes as well as general awareness and education within the company. The importance of Information Security along with the demands placed on it have increased due to the growth of the business. Zimpler will continue to improve the governance structure within the area and ensure that information security and data privacy are an integrated part of the operating environment.

### Our impacts:

Information Security is of significant importance to Zimpler. It's also an essential consideration in our business decisions since both our employees and clients trust us to manage their data in a responsible way. This means we have a great responsibility and can make an impact to ensure data is handled in a safe manner and in accordance with applicable laws and regulations. During 2022, we have strengthened the area further through the hiring of a Chief Information Security Officer and a Privacy Legal Counsel who will both work to further increase our awareness and control over our Information Security.

**Now what?**



# ESG is not just for reporting.

The need for both businesses and governments to do the right thing is higher than ever. And there once was a time when a company's involvement was mostly a speaking game. PR would make a statement about an issue and that would be that. This time is over. The world has matured into transparency. The impacts business has on the economy, environment, and people are clear as day but the obligations are far too often overlooked.

At Zimpler, ESG and CSR (corporate social responsibility) are two sides of the same coin. To effectively and genuinely engage in CSR and sustainability, we have to know where we impact and where we can have impact. The contents of this report have informed our overall sustainability strategy and specifically our 2023 work to fulfill it. Its process is making changes for every impact in this report to increase the positive and remove or decrease the negative. It's focussing our time and money where it matters most.

This is our first ESG report and we've done it out of our own desire. While it will certainly help with the upcoming CSRD directive in the EU, we've been doing more than what's required because it's the right thing since our humble beginnings. The difference now is that we've scaled up. Our impacts, positive and negative, inside and outside of our company walls, have equally scaled and need extra close attention.



**Thank you!**

**Do you want to know more about Zimpler and our ESG work?**

Please email us at [press@zimpler.com](mailto:press@zimpler.com)

