

Sustainability report 2018



Lime & sustainability

Lime strives to attract highly educated staff and to further develop existing personnel. Lime aims to have healthy and satisfied employees. The company works with clear and sound values to encourage sustainable, ethical and socially responsible conduct.

It is critical for Lime to have healthy and committed employees, who conduct themselves in line with the company's core values and sustainability goals. Employees who agree with Lime's values, and believe the values are aligned to their own, will contribute to better and more sustainable business relationships.

Lime's ambition to create good and sustainable business opportunities concurs with its mission to 'create customer magnets'. Lime shall create conditions for good customer care within their customers' businesses, so they in turn can take good care of their end-customers.

Striving for sustainability in accordance with the company's focus areas is thus not only good for the planet and society, it is also good for our personnel, our shareholders and, above all, for our customers.

Briefly about Lime and our values

Lime Technologies is a young, fast-growing Nordic company with operations in four countries. In total, the company has 219 employees in four countries, made up of almost 20 different nationalities.

The company's culture is built on five core values, which are summarised in the company's coat of arms. All personnel are trained and continuously reminded of Lime's values and the goals the company lives by.

● Keep it simple

Try to communicate and act in a simple and easily understood manner.

● Just do it

Don't wait for someone else to solve the issue. Fix it!

● Don't break the chain

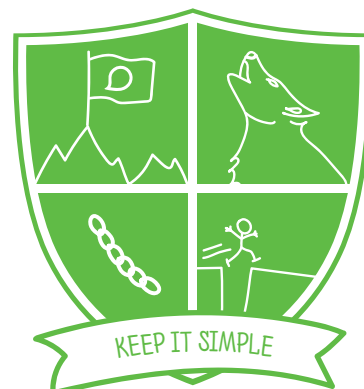
We are one company, not a number of silos.

● Spend wisely

Act as if it is your own money.

● Make a mark

Don't accept status quo. Make a difference!



Sustainability report

This sustainability report relates to Lime's 2018 financial year. The report covers the parent company Lime Technologies AB (publ) and all entities consolidated in Lime Technologies AB (publ)'s consolidated statements for the same period.

There are no legal demands on Lime to provide a sustainability report. It is provided with the purpose of showing Lime's views on sustainability and the importance of sustainability in our operations.

Improved reporting

In 2019 Lime will work holistically to develop its sustainability work, to make the work measurable, and to set goals for the respective focus areas. The overall objective is to be able to see the effects of the company's sustainability work, both internally within Lime and on society as a whole.

Focus areas

The company's sustainability work is based on the UN's global sustainability goals, while also modified and partly broadened to align with Lime's business and its views about how it best contributes to the development of society, better business practices, and satisfied customers.

Lime's management has selected four sustainability areas of particular importance in achieving sustainable business operations and the foundation for how Lime actively contributes to the development of society.

To achieve sustainable business operations, extra emphasis is placed on the following areas:



Good health and wellbeing

Lime focuses on good work/life balance to ensure that its staff stays healthy and happy. Besides the health positive effects it has on the company, this approach to health and exercise also results in many job applicants being attracted to the company.

Position

- Lime strives to build creative work environments that feel like a second home.
- Lime shall have clear goals and core values that create the right conditions for its personnel, which in turn leads to reduced stress.
- Lime shall encourage a healthy lifestyle with focus on wellbeing.
- Lime shall provide a generous subsidy for personal health care so everyone can afford training and exercise activities.
- The company and its employees shall act responsibly both socially and ethically. It must be satisfying to work for and conduct business with, Lime.
- Lime shall carry out systematic occupational health work, including injury preventive activities as well as workplace adjustments and rehabilitations.
- Staff turnover, sick leave and work injuries shall be recorded in order to take actions, when needed, to improve satisfaction and safety at Lime.
- Lime shall systematically plan, lead and control its operations in a manner that ensures compliance with the Work Environment Act and its regulations.

Actions

- Lime regularly measures employee satisfaction, in so-called eNPS surveys.
- Lime has established a Wellness Group with representatives from all offices. The group's work will aim at placing extra focus on areas or activities that can noticeably improve wellbeing among Lime's employees.
- Each office has scheduled activities throughout the year, aiming at promoting both physical and mental wellbeing.
- Wellbeing is a separate topic discussed during each individual's performance review meeting.

2019 year's health and wellbeing objectives:

- All departments shall strive to achieve an average wellness level of at least 7.0 (scale 0 - 10) during the year (in 2018, the average wellness level was 6.59).
- At least 80% of the employees shall take part in the wellbeing surveys on a regular basis.

Quality education

Lime's most important asset is its employees. To have highly educated staff is absolutely essential to the company. Being a fast-growing company, it's critical to have access to highly educated staff.

Lime is actively looking for staff within several areas of resource shortage, not least developers. Lime shall work in accordance with a long-term plan with the goal of securing good educational quality in society as a whole, but with a specific focus on the shortage areas that are of significance to the company.

Position

- Lime shall work with a long-term focus to ensure access to highly educated personnel.
- Lime shall actively contribute with various initiatives that promote society in terms of education.
- The company shall arrange activities that attract more women to technology-oriented jobs.
- The company shall facilitate its employees' involvement in encouraging children's interests in programming.

Actions

- Management shall establish a long-term plan to ensure access to personnel with the right skills. Such plan shall be developed to create value both inside and outside the company.
- Lime has employed a People & Culture Manager who is responsible for training and education within the company.

2019 year's quality training objectives:

- Lime shall support Ung Företagsamhet (Young Entrepreneurs) and Venture Cup to promote and assist mainly young entrepreneurs within sales and entrepreneurship.
- Lime shall deliver lectures at schools and universities as often as possible.
- Lime shall have an active role in debates relating to educational topics, for example through opinions in the press or social media channels. This has been successful in previous years.

Equality

Lime is convinced that an inclusive society and inclusive business create the right conditions for better business practices and sustainable business transactions. The company works actively to make the company more equal, as well as to include both women and men regardless of ethnicity, religion, or sexual orientation.

- The company's management team is made up of nine men and one woman. The company is fully committed to overcome this distortion over time.
- Women make up 30% of the company's employees, a relatively high proportion of women for a company within the IT industry.
- 25% of the company's managers are women.
- The company's employees are made up of almost 20 nationalities and the company searches both locally and internationally to find new talent.
- The board of directors consists of 40% women.

Position

Each staff member shall have the knowledge and skills to consistently reject discrimination, harassment, and offensive behaviour.

- Each staff member is and is perceived to be recognised and respected for who they are.
- Each staff member is treated equally.
- Each staff member is treated with respect and trust.
- There is zero tolerance for discrimination and abusive treatment. All employees are prohibited from discriminating against or exposing another person to offensive behaviour.
- The company strives to have an equal balance among staff in general, and among managers in particular.

Actions

- Management works to promote equal rights.
- Lime shall build a company culture and workplace environment that clarifies the meaning of equal treatment, offensive treatment, discrimination, and harassment.
- Investigate and take action against breaches of the guidelines in Lime's work environment policy.

2019 year's equality objectives:

- Lime's goal is that no staff member will feel discriminated against or treated with inequality!
- Our ambition is to have at least the same proportion of men and women in senior executive roles as in the company as a whole. As a first step, Lime shall strive to increase the proportion of female group managers from 25 to 30 percent.

Responsible production and consumption

Lime has an overall ambition to reduce the climate impact of the company's operations. Being a service-producing company, its focus will be directed to how Lime consumes, and how the company imposes demands on its suppliers.

There is a strong desire from both management and staff within Lime to promote sustainable business practices – practices that Lime and its employees are committed to and identify with.

Position

- Lime strives for climate neutrality
- Lime strives for sustainable travel and sustainable consumption
- Lime must work and contribute to a sustainable society

Actions

- Lime shall create a working group that acts as a forum for issues relating to service production and consumption
- The working group shall investigate how the company can minimise its climate footprint. The investigation shall result in an action plan to reduce the company's climate footprint.
- The company shall compile a report showing a measurable view of the company's climate impact.
- Lime intends to invest in climate-smart electricity production.

2019 year's objectives relating to responsible production and consumption:

- Lime has a goal to, as far as possible, reduce/eliminate disposable items from all its offices
- The company shall gradually replace packaged soft drinks and water with beverages on tap
- All offices shall responsibly sort their waste no later than by the end of 2019
- Lime's goal is to only offer organic fruit at all its offices
- Lime's goal is to fully offset any climate impact the company has in 2019.