

Sustainability report 2019

Lime Technologies AB (publ)



Lime & sustainability



Ever since the start, Lime has been built on a long-term and profitable perspective. This has resulted in an average of 19 percent profitability per annum, for more than 20 years. Our intention is to use the same methodical and long-term approach to be an attractive and long-term sustainable employer, both within the company and in society as a whole.

Lime conducts its business based on clear and sound values, which encourage sustainable, ethical and socially responsible behaviours. The company's sustainability efforts rely on the employees and are therefore addressed already during the recruitment process. It is our belief that long-term sustainable operations only can be achieved once both employer and employees aim for the same goals.

In 2019, Lime has worked with a clear focus to improve the company's overall sustainability work. Project groups with representatives from all our offices have been set up within all of Lime's focused sustainability areas. Worth mentioning is that Lime has invested in a solar cell park, which makes the company climate positive. Further, a mindful choice of not allowing aluminium beverage cans has meant 13,104 fewer cans at the head office in Lund alone. This corresponds to the emissions from sixteen round trips by flight between Stockholm and Berlin!

Another initiative that we are proud of is the introduction of Lime's reversed mentoring program, meaning each member of the executive management team has been allocated a newly employed female staff member as a mentor. The purpose is to create better conditions for career and competence development for females within the company and the IT sector. Female entrepreneurs and young people are also supported through investments in Young Entrepreneur companies and Venture Cup, as well as in a collaboration with the DataTjej association, which aims at improving women's interest in programming.

All the sustainability activities that have been performed during the year have resulted in a more sustainable company, more engaged employees and a positive contribution to our society. Having said that, we can still improve! In 2020, Lime will determine how to measure the impact of its sustainability work. This started already in 2019, but much work remains to be done to be able to measure what is relevant. The idea is to use robust base information to prioritise which efforts will make the biggest difference – both within the company and in society as a whole.

Focus areas

Lime's sustainability work is based on UN's global sustainability goals, with certain adaptations and additions for our business and our view on how the company best can contribute to the development of society, better business operations and more satisfied customers.

Lime's management has selected four sustainability areas within which we can make the biggest difference in order to achieve sustainable business operations and a basis for how Lime can actively contribute to sound developments of society.

To achieve sustainable business operations, particular importance is placed on the following areas:

- Gender equality & diversity
- Good health & wellness
- Responsible consumption & production
- Quality education



Sustainability report

This sustainability report relates to Lime's 2019 financial year. The report covers the parent company Lime Technologies AB (publ) and all units that are consolidated in Lime Technologies AB (publ)'s consolidated financial statements for the same period.

The sustainability report has been prepared with the purpose of demonstrating Lime's view on sustainability and how important sustainability is to our business. There are no legal requirements for us to provide a sustainability report.



Gender equality & diversity

We strongly believe that inclusivity in society and within companies forms the basis for better business operations and sustainable business transactions. Therefore, Lime works actively to make both women and men feel included, regardless of their origin, religion or sexual orientation.

At present, more than 30 percent of the company's employees are women, a relatively high percentage for a company in the IT sector. Lime's employees are made up of more than 20 nationalities, and we search both locally and internationally when we are recruiting new talent.

Considerations

- Lime strives for equality in relation to total employees in general, and among staff management positions in particular
- Lime's executive management team consists of eight men and one woman. The company has a clear ambition to correct this imbalance over time.
- Each employee should have awareness and skills to permanently dissociate themselves from discrimination, harassment and abuse.
- Each employee should feel recognised and be respected as they are, and be approached with trust and regard based on everyone's equal rights
- The company strongly condemns any type of discrimination and offensive bias. All managers must address the issue of discrimination during annual individual performance reviews. Should discrimination or offensive behaviour be detected at any time, staff is encouraged to report this to their manager, to HR or via the Whistleblower tool on Lime's intranet

Actions

- Lime shall create a corporate culture and work environment that clearly defines the meaning of equal treatment, offensive behaviour, discrimination and harassment.
- Lime shall investigate and take action on all breaches of any guidelines in Lime's work environment policy.
- Lime shall establish a clear and inclusive recruitment process under which the company attracts a wide and diverse base of candidates.
- Lime has an equality team made up of representatives from different offices that continuously work to highlight or implement actions to improve gender equality and diversity within Lime, as well as in society as a whole.

Summary of actions taken in 2019:

- A reversed mentoring program was initiated under which all executive managers were assigned a newly recruited female employee as a mentor. The program will initially run for a period of six months and then be evaluated in 2020.
- A new recruiter has been employed with responsibility to search for potential employees from a wider base of candidates. This involves an active search for female candidates. All recruitment processes must have female candidates represented in the final selection group.
- Lime's position on equality matters is highlighted and addressed during the onboarding process of each new employee.
- Time is allocated during all employee performance reviews to discuss the employee's own experience of, or observation of other employees' exposure to, discriminating or other offensive treatment.
- An anonymous message, addressing equal treatment considerations, is distributed to all employees every week.
- Lime has initiated a Whistleblower function by means of a mailbox. Employees can submit information about discriminating and offensive treatment to people in independent positions via this mailbox.

Equality objectives in 2020:

- Lime's objective is for the gender split within the executive management team to at least same opportunity to personal development as their



Lime wants to make a mark and be an inspiration for equality and inclusiveness within the tech industry. By doing so we will continue to attract and retain a wide range of talent and customers – a basis for becoming more innovative and continue creating growth.

male peers, which gets measured during anonymous staff surveys.

- Lime shall review and develop the existing recruitment process to ensure it becomes a more inclusive process.
- Lime shall highlight and clarify the company's position in relation to inclusion and equality, both internally and externally. All Lime's employees shall be well aware of the company's position on this matter.
- Lime shall continue to develop and support internal initiatives to strengthen and develop existing female staff members ("Women in Sales", "Women in Consulting" etc.)
- Lime shall educate staff members involved in the recruitment process to, for example, raise awareness about confirmation biases and clarify what type of candidates the company is looking for.
- Lime shall remind and make all employees aware of existing policies and reports in the area of equality.
- The reversed mentoring program continues and shall be evaluated together with all participants after six months, with the aim of gathering insights, ideas and suggestions for further activities.



Good health & wellness

Lime is focused on work life balance to ensure its staff members are healthy and happy. Apart from the health-positive benefits for the company, many job seekers are attracted to Lime thanks to its attitude to health and exercise.

Considerations

- Lime shall establish clear goals and core values to create the right conditions for staff members, which in turn leads to reduced stress.
- Lime shall encourage a healthy lifestyle with focus on wellness.
- Lime shall provide a wellness subsidy that aims to make exercising affordable for everyone.
- The company and its employees shall act responsibly both socially and ethically. People should feel content doing business with Lime
- Lime shall continuously evaluate how staff turnover, sick leave and work injuries are followed up, in order to, when necessary, take action to improve wellbeing and safety at Lime.
- Lime shall systematically plan, lead and control its operations in a way that ensures compliance with the Work Environment Act and its regulations.

Actions

- Lime continuously measures staff satisfaction.
- Each office arranges activities throughout the year that aims at boosting wellness, both physically and mentally.
- Wellness is included as a specific area to be addressed during all employee performance reviews.
- Managers must respond to comments provided by employees via anonymous surveys.
- Lime has a Wellness Group in place, with representatives from all offices. The group works continuously to highlight areas and actions that can improve the level of wellbeing among Lime's employees.

Summary of actions taken in 2019:

- Regular one-on-one meetings between manager and employee where workload levels are discussed.
- Working in smaller teams within our large departments.
- To establish clearer expectations on job positions when staff start their employments at Lime.
- Guidelines for the trainee program, which will provide participants with reasonable expectations in relation to what they will learn during the first year (so-called self-evaluations)

- A higher degree of support to the trainees, by extending the time they have access to a mentor/coach.
- Activities at the different offices that aim at improved wellness and closer cooperation.
- At each management meeting, present and discuss the aspects of Wellness that we measure on a regular basis. This will allow us to capture and make visible any problems at an early stage.

Health and wellness objectives in 2020:

- Increase the percentage of employees that participate in the continuous (anonymous) measuring of health and wellness to 80%
- Maintain a general wellness level of at least 7.3 (on a 10-point scale) throughout the organisation (in 2019 the target and outcome were 7.0 and 7.3, respectively)
- Establish local wellness targets for each office and thus take local conditions and challenges into consideration. Consequently, the results will, to a higher degree, be analysed on the basis of the individual office and team
- Continue to plan and implement a variety of activities that are likely to attract a large percentage of our employees at all our offices, and thus improve the level of cooperation and wellness



Responsible production & consumption

Lime has an overall ambition to work actively to minimise the company's climate footprint. As a service producing company, the focus will be on Lime's consumption and how the company places demands on its suppliers.

There is a great desire from both management and employees within Lime, to foster sustainable business operations that Lime, and its employees are proud of and can identify with.

Considerations

- Lime shall strive to be climate positive
- Lime aims to provide all employees with the information and awareness required to keep up sustainable developments and lifestyles
- Lime aims for sustainable travel and consumption
- Lime shall strive to contribute to a sustainable society

Actions

- Lime shall establish a report showing the company's climate impact in numbers.
- Lime invests in long-term climate smart electricity production.
- Lime has established a team with representatives from its different offices that continuously work to highlight areas or actions that can minimise the company's climate footprint.

Summary of actions taken in 2019:

- Lime has invested in Sweden's largest solar park in Sjöbo, producing 300 MWh/year, which saves the world about 18 tons of carbon dioxide/year. The investment has made Lime a climate positive company.
- Lime has replaced bottled/caned water with tap beverages in all its offices. Fun fact: The office in Lund has reduced its consumption by 13,104 canned beverages during 2019.
- Lime is no longer buying plastic disposable products.
- Organic fruit is provided in all offices.
- Lime has increased the level of waste sorting at its offices.
- Employees are encouraged to travel by train rather than plane, or to hold online meetings, which has reduced the the total number of flights.

Responsible production & consumption objectives in 2020:

- Lime allows first class tickets and sleeping carriage on trains, but only economy class on flights.
- Vegetarian options shall be the first choice at customer and employee events. Local produce shall be promoted when possible.
- Lime intends to continue to invest in climate smart electricity production.
- Lime shall encourage its employees to a higher degree of recycling, for example, product swap schemes, collections and lectures about reuse and sustainability.



Quality education

Lime's most important asset is its employees. Having well-educated employees is absolutely essential. As a rapidly growing company, the access to highly educated job applicants is critical. Lime is actively searching for employees within areas where there is a shortage of candidates, not least developers. Therefore, we work with a long-term perspective to secure good quality educations in society as a whole, and particularly within the competence areas that are important to the company.

Considerations

- Lime shall act with a long-term view to secure access to well-educated employees.
- Lime shall actively contribute with different initiatives that benefit society when it comes to education.
- Lime shall act to attract more female employees to technical-oriented professions.
- Lime shall act to increase the interest in programming among children and youth.
- Lime shall take an active role in the debate relating to educational matters within our competence areas, for example by participating in debates in media and social channels.

Actions

- Management shall ensure that there is a long-term resource plan. The plan shall be designed to create benefits to both the company and society as a whole, by attracting more people to technical-oriented professions.
- Lime's People & Culture Manager has a clear responsibility to continuously work with the company's internal training matters.
- Lime has a training group in place, with representatives from different offices, that continuously highlights areas and actions that contribute positively to the area of quality training.

Summary of actions taken in 2019:

- **Guest lectures:** Lime has given a number of guest lectures at the University of Lund, Gothenburg School of Business, Malmö University and IHM Business School. The agenda has covered programming (including focus on API calls), project management and sales.
- **Student projects:** Lime has set up a project under which students are invited to configure their own CRM system.
- **Workshop for female entrepreneurs:** Networking and knowledge sharing among about eighty women within the start-up sector. The aim was to create awareness and contribute to a positive trend in relation to the falling level of female entrepreneurship.
- **Collaboration with Young Entrepreneurs (UF) and Venture Cup:** Lime has supported entrepreneurs, partly at a collage level through Young Entrepreneurs, and also generally by supporting

Venture Cup.

- **Programming evenings with DataTjej:** Programming evenings have been organised in collaboration with the DataTjej association. Participants have been tasked to program an elevator. DataTjej encourages women to take an interest in IT and programming.
- **Tutoring at the University:** In 2019, Lime has been assisting lectures during master classes at universities. These have included sprint planning, Python, TypeScript and technology strategies.
- **Internal training:** The development of LCA (Lime Consultant Academy) continues with focus on e.g. Python, UX and project management. NGL (Next Generation Leaders) is being implemented and the content is evaluated to take into account improvement suggestions for the future.
- **Further development of the trainee program:** Lime's own trainee program has been further developed to better prepare new employees to the reality they face. This is partly done through role play.

Quality training objectives in 2020:

- Lime will continue to support Young Entrepreneurs and Venture Cup to assist and train mainly young entrepreneurs within sales and entrepreneurship.
- Lime will lecture at schools and universities.
- Lime will collaborate with external organisations aiming at an increased focus on technology and programming among women.
- Lime will take the initiative to arrange events that increase the knowledge and interest in programming among children and youth