Sustainability declaration

SIS/TS 2:2025, Corporate social responsibility of organisations - Maximising the contribution to sustainable development – Sustainability declaration

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This sustainability report follows the ISO 26000:2025 standard and provides guidance for organisations to work on Corporate Social Responsibility (CSR) in order to maximise their contribution to sustainable development.

An important component of this work is credible communication of CSR with the stakeholders. SIS/TS 2:2025, Corporate social responsibility of organisations - Maximising the contribution to sustainable development – Sustainability declaration specifies open corporate social responsibility questions that an organisation answers and makes publicly available.

The requirements and questions in this sustainability declaration have been designed so that an organization using the document demonstrates that it has used the guidelines in SS-EN ISO 26000:2025. It has been designed to strengthen organization's social responsibility, prioritise the core subjects in SS-EN ISO 26000:2025, maximize its contribution to the Sustainable Development Goals and describe the process.

This document is written so that its verification programme meets the requirements of SS-EN ISO/IEC 17029. Verify Agency has been accredited by SWEDAC, Sweden's national accreditation body, to conduct the verification of this sustainability declaration.

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5.1 Organization's assumptions and strategy

Organization's assumptions and strategy

The answers to the questions in this area should highlight the organization's fundamental assumptions, business model, actions, and materiality assessment in order to provide the reader with a good understanding of the starting point for the declaring organization's sustainability work.

Question 1

What is the main purpose of this sustainability declaration? Several purposes can be stated. Voluntary commitments in relation to legislation can be mentioned.

The main purpose of this sustainability declaration is to document Sprinta's voluntary commitment to structured and continuous improvement in social, environmental, and governance practices, using ISO 26000 as the guiding framework. Specific purposes include:

- Demonstrating and communicating Sprinta's sustainability approach, priorities (notably contributions to SDG 8, 9 and 12), and concrete short-term goals and follow-up results to stakeholders (employees, customers, partners, and society).
- Providing transparency about actions taken, milestones reached (e.g., circular IT, internal routines, CertumHUB features, e-learning), and areas for further development.
- Establishing a basis for internal management and measurement by defining indicators, integrating sustainability into product development and operations, and using CertumHUB to track progress.
- Showing voluntary alignment with recognized standards and practices (ISO 26000, SIS/TS 2:2021) and signaling intent to pursue formal verification and possible alignment with broader initiatives (e.g., UN Global Compact).
- Clarifying that the declaration is prepared voluntarily beyond legal requirements (the company is below the statutory reporting threshold) and indicating that no legally prescribed content relevant to the self-declaration's scope has been omitted.

Question 2

If the organization, according to legal requirements or voluntarily, makes a commitment to use this sustainability declaration in order to meet specific applicable requirements under the law, what level of applicable requirements does the organization intend to comply with?

The organization intends to comply with all specific applicable legal requirements relevant to the countries covered by this sustainability declaration — i.e., full compliance with the applicable laws and regulations (the highest level of legally required obligations) relevant to its operations in those jurisdictions.

Question 3

Which parts of the organization, organizational units, or groups of people are covered by the self-declaration? Why have any limitations been made?

The self-declaration covers all employees within Sprinta Consulting AB, as part of the JAMBIZ group. This includes both internal operations and our collective responsibilities as a consulting company.

A limitation exists in cases where employees are working as external consultants within client organizations. In such situations, Sprinta does not have full control over the working conditions, policies, or practices at the client site. While we continue to uphold our values and principles, the implementation of ISO 26000 standards may be influenced by the external environment.

Question 4

What is the organization's business or operational model and its areas of activity (processes)? What is the size, number of employees, and geographical location of the organization?

Sprinta Consulting AB develops and delivers digital solutions and consulting services. Core operational processes include product development, system architecture, technical implementation, and client consulting — spanning both internal product work (e.g., CertumHUB) and external client projects. Additional processes cover information security, data privacy, customer support, and collaboration with partner companies for delivery and specialist expertise.

Organization size and employees
- 4 direct employees at Sprinta Consulting AB.
- Additional capacity may come from employees of partner companies within the JAMBIZ group who contribute to projects as needed.

Geographical location
- Headquartered in Sweden with offices in Kungsbacka and Malmö.
- Team members also work remotely from various locations.
- Customers and main operations are primarily within Sweden, while some suppliers (cloud services, software tools, IT equipment) are international.

Question 5

What certifications, tools, or guidelines that support work with social responsibility and sustainable development does the organization use?

Sprinta does not hold formal sustainability certifications, but we use ISO 26000 as a primary guideline for our sustainability work. We also reference the SIS/TS 2:2021 framework when mapping SDG indicators. Internally, we follow policies and routines covering work environment and health, inclusion and equality, crisis management and safety, ethics and information security, and environmental measures (for example routines for circular handling of IT equipment and travel reduction). We collaborate with partners such as Foxway for circular IT handling and leverage group-level functions in the JAMBIZ group to support responsible practices. Through our CertumHUB product we provide tools and features that help organizations document and align with ISO 26000 and selected SDG indicators (notably SDG 8, 9 and 12).

Question 6

What does the organization's value chain look like forward and backward, including markets and customer groups, supplier chain with geographical distribution and number of levels of subcontractors?

Sprinta's value chain covers internal product development and technical delivery outwards to customers, and a short supplier chain inwards to providers of cloud, software and IT equipment.

Forward (customers and markets)
- Primary markets: Sweden, serving both public and private sector clients.
- Customer groups: public agencies and institutions, private companies needing digital solutions and consulting (including system architecture, product development, and technical services).
- Delivery: direct engagement by Sprinta's team (and contributing staff from partner companies within the JAMBIZ group) through project-based contracts and ongoing service arrangements.

Backward (suppliers and subcontractors)
- Core suppliers: largely international providers of cloud services, development tools, and IT hardware/software.
- Subcontractors/partners: partner companies within the JAMBIZ group whose employees may be assigned to projects; occasional external specialist vendors as needed.
- Geographical distribution: suppliers are mostly international for cloud and platform services; operational partners and primary customers are Sweden-based.
- Number of supplier levels: supply chain is short — effectively one level of suppliers/ subcontractors (direct suppliers and partners); no extended multi-tier subcontracting is used routinely.

Question 7

In what way does the organization align its work according to the seven principles of SS-EN ISO 26000:2021? The principles are accountability, transparency, ethical behavior, respect for stakeholder interests, respect for the rule of law, respect for international norms of behavior, and respect for human rights.

Sprinta integrates the seven SS-EN ISO 26000:2021 principles into its policies, routines and daily work across the organization. All seven principles have been identified as important and are reflected in specific processes as follows.

Accountability
- Integrated into governance and decision-making: short decision paths, leadership reviews and documented improvement plans ensure decisions are evaluated and responsibilities are clear.
- Routines: internal reviews, employee dialogues, and HR-led evaluations that follow up on implementation of actions and goals.

Transparency
- Practised through open information sharing with employees, customers and stakeholders via monthly meetings, internal platforms, project follow-ups and published sustainability reporting.
- Routines: communication of goals and outcomes in meetings and on internal channels; documentation of decisions and updates to policies.

Ethical behavior
- Embedded in policies and controls: anti-discrimination, anti-money laundering, data security and work-environment rules.
- Routines: onboarding, employee handbook guidance, and incident handling procedures that guide day-to-day conduct and ethical decision-making.

Respect for stakeholder interests
- Ensured via continuous dialogue and structured stakeholder mapping: Pulsmeter, one-on-ones, project meetings, customer feedback and the 2025 stakeholder mapping workshop.
- Routines: stakeholder input feeds annual priority-setting, policy updates and action plans to align business decisions with stakeholder concerns.

Respect for the rule of law
- Maintained by compliance with Swedish laws and sector regulations and by keeping HR and leadership informed about changes in labor law, tax, GDPR and other legal frameworks.
- Routines: regular legal and compliance reviews, communication of requirements in the Personalhandbok, and use of owner-group (Jambiz) support where relevant.

Respect for international norms of behavior

- Reflected in alignment of internal policies with international frameworks (e.g., anti-corruption, non-discrimination, crisis response).
- Routines: policy revisions that reference international norms and incorporation of those norms into training, crisis plans and ethical safeguards.

Respect for human rights
- Promoted through zero-tolerance policies on discrimination and harassment, routines for equal treatment, and a focus on a safe, inclusive work environment based on Swedish law and international labor standards.
- Routines: established reporting and handling procedures for misconduct, health and safety measures, and ongoing efforts to maintain inclusive practices.

Across these principles, Sprinta has translated them into concrete activities and priorities (policies, stakeholder processes, risk/opportunity assessments, goals and follow-up) to ensure a long-term sustainable commitment and continuous improvement.

Question 8

Which stakeholders for social, economic, and environmental sustainability has the organization identified?

Sprinta has identified the following stakeholders in relation to social, economic, and environmental sustainability:

- Employees

- Our customers in public and private sectors

- Partner companies within the JAMBIZ group

Question 9

Of the identified stakeholders, which stakeholders have been assessed as prioritized and how has this process been carried out? In which forum have decisions been made? What consideration is given to the stakeholder groups that may have difficulty being heard and therefore may need to be included in special consideration?

We have assessed and prioritized stakeholders through a structured stakeholder mapping process carried out in 2025. That process involved employees, leadership and an external sustainability consultant and used value-chain analysis and evaluation of stakeholder influence, expectations and exposure to our impacts. As a result, the prioritized stakeholder groups are: owners, employees, customers, and partners (including other companies within the JAMBIZ group and external collaborators).

Decisions about prioritization and related actions were made in internal forums involving leadership and participants in the mapping workshops; input from employees was gathered and reviewed in a dedicated internal company session and ongoing dialogue with customers and partners informed the outcomes. The stakeholder mapping and prioritization are documented and will be reviewed and updated regularly as part of continuous improvement.

For stakeholder groups that may have difficulty being heard, we give special consideration primarily within the employee group by leveraging close internal communication, pulse surveys, development talks, regular health screenings (including mental health), and routines for feedback, crisis support and handling discrimination. No other external stakeholder groups requiring special attention have been identified; however, ongoing project dialogue and feedback channels with customers and partners are maintained to capture concerns that might otherwise be overlooked.

Question 10

Must be answered every year

Which sub-areas, see Appendix B, based on the main areas of business management, human rights, working conditions, environment, good business practices, consumer issues, community engagement, and development, are deemed to be of crucial importance to the organization and therefore have been prioritized, and why.

Sprinta is a small software company. Rather than claim every ISO 26000 sub-area as a priority, we have identified five areas where we have real influence and where our activities genuinely affect people, the environment, or other organizations' ability to act responsibly.

1. Tools that help other organizations do sustainability and compliance work (Community involvement and development; Consumer issues)
Our SaaS product CertumHub helps SMEs become audit-ready for ISO 26000, and other standards. We also operate an e-learning platform that supports internal organizational training. This is the area where Sprinta has the largest sustainability impact, not through our own footprint, but by enabling others to manage theirs.

2. Public-sector contract accountability (Community involvement and development; Consumer issues)
Sprinta supports public-sector accountability through two products. Upphandlat is the procurement platform we built and run for Skånes Kommuner, currently in active use. Govensa, launching in 2026, helps Swedish municipalities and other public-sector entities follow up on the agreed obligations their suppliers are bound by. Public contracts routinely specify standards covering cost, quality, safety, working conditions, environmental requirements, and staff competence; without structured follow-up, those standards exist only on paper. Both products exist to close that gap, so the public gets the outcomes the contract promised.

3. Responsible procurement of IT hardware (Environment)
75% of hardware purchased since the last verification has been refurbished, sourced through circular-IT suppliers. End-of-life devices are donated through Foxway.

4. Digital-first, low-travel operations (Environment)
We encourage and enable remote work whenever possible, and keep business travel to what is genuinely needed. Most collaboration happens digitally, both internally and with clients.

5. Employee health, inclusion, and development (Working conditions; Human rights)
Through JAMBIZ HR functions, we offer extra vacation beyond the statutory minimum, comprehensive healthcare insurance, and access to mental health support. We run pulse surveys, hold biannual development talks, and maintain equality and anti-discrimination policies.

These five areas reflect where Sprinta has meaningful influence. Other ISO 26000 sub-areas are not ignored, but our ability to affect outcomes in them is limited by our size and business model.

Question 11

How has the organization's materiality assessment been conducted, see question 10, appendix C, and section 7.3 in SS-EN ISO 26000:2021, and describe how risks or opportunities for negative and positive impacts on sustainable development have been weighed in.

Sprinta's materiality assessment has been conducted through a combined, iterative process of stakeholder engagement, internal analysis, and alignment with ISO 26000. Key elements:

- Framework and scope: We used SS-EN ISO 26000:2021 as the guiding framework (see section 7.3 and Appendix C) to determine relevant core subjects and to evaluate relevance, significance and our sphere of influence.

- Stakeholder input: Structured stakeholder mapping workshops (conducted in 2025 with employees, leadership, and an external sustainability consultant) together with ongoing dialogue (e.g., an employee session at the fall 2024 company conference) provided perspectives on expectations, concerns, and areas of impact. Customers, partners, owners and employees were prioritized based on their connection to our operations, influence on strategy, and exposure to impacts.

- Internal assessment: We assessed our operations against ISO 26000 sub-areas and considered our size, business model, and current data maturity. This identified areas where we both affect and can influence outcomes—examples include work environment, inclusion and equality, ethical behavior, and the societal value of our digital solutions.

- Prioritization: Relevance and significance were weighed by combining stakeholder expectations, the severity and likelihood of impacts, and our ability to influence outcomes. Risks (e.g., insufficient routines, low data maturity) and opportunities (e.g., enabling sustainable digitalization through our products) were evaluated to set priorities for responsibilities and goals.

- Weighing risks and opportunities for sustainable development: Negative impacts were identified and mitigated by strengthening policies (anti-discrimination, anti-money laundering, crisis management, work environment routines) and operational controls. Positive impacts and opportunities were pursued by developing products (e.g., CertumHUB) that support accessibility, sustainability, and client reporting; expanding circular IT practices; and improving internal routines and awareness. Decisions prioritized actions where Sprinta has meaningful influence and where interventions would advance SDGs linked to our activities (notably SDG 8, 9, and 12).

- Governance and follow-up: Priorities and resulting action plans are documented in our sustainability reporting ("Hållbarhetsredovisning 2024") and internal policies. Progress is monitored through employee feedback, internal reviews, HR evaluations, and planned sustainability indicators. The materiality assessment and priorities are revisited regularly to

ensure continuous improvement and long-term commitment.

Question 12

What operational or financial risks and opportunities, and any other consequences for the organization, have been identified in connection with the establishment of prioritized sustainability areas (sub-areas)?

Sprinta has identified a range of operational and financial risks and opportunities, and other organizational consequences, tied to the prioritized sustainability sub-areas. These were considered when establishing priorities and are managed through policies, routines, and leadership responsibility.

Identified operational risks and consequences
- Low data maturity and weak routines: Risks include poor decision-making, inconsistent implementation of sustainability measures, and slower responses to regulatory or stakeholder expectations. Operational consequence: need for clearer processes, improved documentation, and training.
- Work environment and inclusion shortcomings: Risks to employee health, engagement, and retention if not addressed; operational consequence: more HR interventions, potential productivity loss, and reputational impact.
- Information security and privacy gaps: Operational risk of service disruption, data breaches, or loss of customer trust, requiring stronger IT controls and incident management.
- Insufficient crisis and continuity planning: Operational vulnerability to unexpected events; consequence: need to strengthen crisis management and business continuity measures.

Identified financial risks and consequences
- Non-compliance and ethical lapses: Financial exposure via fines, legal costs, or lost contracts if anti-money-laundering and ethical standards are not maintained.
- Investment needs for improvement: Costs related to upgrading systems, training staff, and developing routines to raise sustainability and data maturity.
- Market/reputational risk: If sustainability performance is perceived as weak, potential loss of customers or reduced competitiveness affecting revenue.

Identified opportunities and financial/operational benefits
- Enabling sustainable digitalization: Opportunity to develop and scale services (e.g., CertumHUB) that meet customer sustainability needs, creating new revenue streams and strengthening market position.
- Efficiency gains from digital workflows and IT reuse: Operational cost savings and lower environmental footprint through optimized digital processes and partnerships for device reuse.
- Employee engagement and retention: Better inclusion, work environment, and development can reduce turnover costs and increase productivity.
- Trust and long-term customer relationships: Strong ethical conduct, data security, and transparency can reduce commercial risk and support stable revenues.

How these are managed and mitigated
- Policies and frameworks: Continuous revision and strengthening of policies (anti-discrimination, anti-money laundering, crisis management, data protection) to reduce compliance and ethical risks.
- ISO 26000 alignment and governance: Using ISO 26000 as a guiding framework ensures structured decision-making across core subjects and clarifies responsibilities.
- Goals, routines, and follow-up: Specific targets for data maturity, internal routines, and awareness are tracked via employee feedback, internal reviews, and HR evaluations; completion is assessed by implementation, documentation, and communication.
- Operational measures: Strengthening IT security, improving crisis readiness, formalizing routines, and investing in training to reduce identified operational vulnerabilities.
- Annual review and stakeholder dialogue: Revisiting priorities through stakeholder workshops and employee forums to capture emerging risks/opportunities and adapt plans.

Overall consequence for the organization
- Short-term investments and operational adjustments are required to address risks and realize opportunities. In return, Sprinta expects improved resilience, compliance, employee well-being, service quality, and market competitiveness—supporting a long-term sustainable commitment.

5.2 Leadership

Leadership

The answers to the questions in this area should provide a clear picture of the management's approach to sustainable development and how this is manifested at the management level (see specifically also Appendix A1 - Management's statement).

Question 13

Which policies for social, economic, and environmental sustainability does the organization work according to?

Sprinta follows several internal policies related to social, economic, and environmental sustainability. These include:

Work environment and health: Personal handbook, work environment policy, and rehabilitation policy

Inclusion and equality: Policy against discrimination, policy against abusive behavior, and equality guidelines

Crisis management and safety: Crisis and safety policy, first aid and crisis support policy

Ethical behavior: Anti-money laundering policy, code of conduct, and IT/information security policies

Environmental impact: Routine for circular IT equipment handling and reduced travel

These policies are reviewed and implemented through routines shared within Sprinta and the JAMBIZ group.

Question 14

How has the sustainability perspective been integrated and made visible in the organization's strategy, operational management, and other governing documents?

Sustainability is made visible across Sprinta's strategy, operational management, and governing documents by embedding sustainability principles into strategic priorities, operational routines, and formal policies.

- Strategy: Sustainability is part of Sprinta's strategic direction through a focus on long-term impact, responsible development, and social responsibility. Selected SDGs (8, 9 and 12) are integrated into business strategy and product roadmaps — for example, CertumHUB development supports digitalization and sustainability governance (SDG 9) and product features enable customers' sustainability work. The SDGs inform goal setting across functions (HR, product, tech, partnerships) rather than being treated as standalone targets.

- Operational management: Day-to-day operations reflect sustainability via HR routines (health insurance, equality policies, development talks, employee surveys) tied to SDG 8, circular IT handling through Foxway and plans to use CertumHUB internally for sustainability tracking (SDG 12), and efforts to minimize travel and prioritize remote work to reduce environmental impact. Risks and opportunities are monitored through ongoing evaluation of operations, policies and external trends and managed via policies, continuous improvement and clear responsibilities.

- Governing documents and reporting: The Sustainability Report documents the perspective and selected SDGs, and is used annually by management as a strategic planning and follow-up tool. The Employee Guide/Handbook sets out values and practical approaches to inclusion, flexibility and responsibility and specifies responsibilities (CEO and board for overall governance; HR for work environment, equality and health; product teams for sustainable solutions). These documents are revised annually to reflect progress and updated priorities and are communicated through onboarding and regular internal meetings, making the sustainability perspective explicit and actionable across the organization.

Question 15

How has the management distributed the sustainability responsibility within the management team? What other roles or individuals within the organization have a special responsibility for sustainability work? How has this been communicated?

Within Sprinta's management team sustainability responsibility is distributed as part of everyday management and decision-making rather than centralized in a single unit. The CEO and the board set overall direction, governance and compliance expectations, while individual management roles carry specific sustainability duties tied to their functions. HR is explicitly responsible for workplace-related sustainability aspects such as work environment, equality, health and crisis support. Operational managers and the product development team are responsible for embedding sustainable practices in delivery and in the development of scalable digital solutions. All managers are expected to integrate sustainability into routines and team practices, supported by shared resources from the JAMBIZ group.

Beyond management, other roles with special responsibility include HR (as noted), product development staff who design sustainable products and features (for example in CertumHUB), and all employees who follow internal policies aimed at reducing environmental impact and promoting inclusion.

This distribution and these role responsibilities have been communicated through internal policies, the employee handbook, onboarding processes and regular internal meetings, and are reinforced via the annual Sustainability Report and ongoing project and customer dialogues.

5.3 Planning

Planning

The answers to the questions in this area should provide the reader with a clear picture of how the organization has operationalized its work with social responsibility and contributions to sustainable development.

Question 16

How and when does the collection of stakeholders' expectations and opinions take place? What insight is given to stakeholders in the sustainability work? Describe the method for stakeholder dialogue.

Collection of stakeholders' expectations and opinions takes place through both continuous informal dialogue and structured recurring activities. Day-to-day input is gathered through close collaboration in projects and product development, direct communications with customers and partners, customer support, and informal interactions with employees. For employees specifically, feedback is gathered via regular check-ins, development talks, pulse surveys coordinated by the JAMBIZ group, and dedicated time at the annual company conference to discuss sustainability.

From 2024–2025 we have strengthened this approach by introducing structured stakeholder engagement: stakeholder mapping and value-chain workshops held in 2025 with employees, leadership, and an external consultant, and a dedicated sustainability session at the 2024 company conference. These workshops and the conference are now recurring annual activities and form core input when updating our Sustainability Report and setting priorities.

Insight given to stakeholders in the sustainability work is provided primarily through direct communication during projects and collaborations and through company activities. We share how we work, our values, and sustainability-related features in products such as CertumHUB (which enables customers to document sustainability efforts, perform ISO 26000 self-assessments, and track improvement actions). Employees receive insight via regular internal communications, development talks, pulse surveys, and sessions at the annual conference. Customers and partners receive information through project dialogues, support, and product features that surface sustainability data and tools.

Method for stakeholder dialogue:
- Continuous informal dialogue: everyday contact with customers, partners, and employees during projects, support, and development meetings to collect ongoing feedback.
- Structured recurring activities: annual stakeholder/value-chain workshops, the annual company conference session on sustainability, and recurring pulse surveys and development talks for employees.
- Integration into governance: feedback from these channels is analyzed and fed into sustainability planning, the Sustainability Report, and product development (e.g., feature prioritization in CertumHUB). The process is scheduled annually with clear analysis and incorporation of input into our sustainability priorities and reporting.

Question 17

How are risks and opportunities identified in sustainability work managed, questions 11 and 12?

Risks and opportunities in our sustainability work are identified through continuous evaluation of operations, policies, and external trends—examining areas such as environmental impact, workplace well-being, ethical behavior, and regulatory requirements. Identified risks (for example non-compliance or negative environmental or social impacts) and opportunities (for example innovation, partnerships, and resource efficiency) are managed by assigning clear responsibilities within management and relevant functions (CEO and leadership set direction; HR handles work environment and inclusion; product teams address sustainable development), documenting measures in internal policies and the Employee Guide, and following a process of continuous improvement. Progress and priorities are tracked via our sustainability reporting (aligned with ISO 26000 and the SDGs) and reviewed regularly as part of operational development.

Question 18

How does the organization minimize risks in the value chain with a focus on the supply chain, for example in countries with high corruption risk or when it comes to human rights violations, if it has not already been described under question 17?

Sprinta minimizes risks in the value chain — with particular attention to supply chain risks such as corruption and human rights violations — by applying the same pragmatic, risk-based approach reflected across our sustainability work:

- Supplier selection and alignment: We aim to work with suppliers and partners who share our commitment to ethical business practices and sustainability. Where possible we prefer partners within the JAMBIZ group or other suppliers we know and trust.

- Short, simple supply chain: Our value chain is short (one level) and dominated by international providers of cloud services, software tools and IT equipment, which reduces complexity and control points where risks can arise.

- Policies and internal routines: We maintain internal policies (e.g., anti-money laundering, data protection, anti-discrimination) and communicate expectations to employees and partners via the Personalhandbok and other guidelines. These policies establish the baseline for ethical behavior throughout our operations and with our partners.

- Risk avoidance by geography and partners: We do not have business with suppliers from countries we assess as high risk for corruption or human rights concerns, and we aim to avoid such suppliers where feasible.

- Awareness-raising and dialogue: We raise awareness of sustainability and ethical issues internally and in our partner relationships, using stakeholder input (e.g., workshops and employee discussions) to inform priorities and actions.

- Reliance on group support and compliance resources: Through JAMBIZ Group membership we access HR, legal and compliance support to help ensure adherence to laws, requirements and codes of conduct in the countries where we operate.

- Acknowledging limits and focus on influence: Given our size and resource constraints, we do not impose formal compliance requirements across all suppliers. Instead we focus on transparency, long-term relationships, and influencing partners to align with our values while recognizing limited direct control over larger international suppliers.

These measures are part of our broader approach to manage risks and prioritize actions proportionate to our scale and sphere of influence, with continuous review through annual stakeholder dialogue and policy updates.

Question 19

How does the organization ensure knowledge of and compliance with applicable laws, other requirements, and international standards in the countries covered by this self-declaration?

Sprinta ensures knowledge and compliance with applicable laws, requirements, and international codes of conduct primarily through internal policies and regular communication. We stay informed about relevant regulations through our membership in JAMBIZ Group, which provides support in areas such as HR, legal compliance, and ethics. Compliance is communicated through employee handbooks, internal guidelines, and direct discussions with employees. While we do not operate in countries with high corruption risks or complex legal environments, we ensure our partners and employees understand and follow applicable laws and codes of conduct.

Question 20

Which of the UN's global goals for sustainable development, both goals and targets, have been identified and selected? Also describe how this part of the maximization analysis has been conducted, see Appendix C.

Sprinta has identified and selected three Sustainable Development Goals where our activities have genuine influence: SDG 8, SDG 12, and SDG 16. Each is mapped to specific targets and to one or more of the prioritized sub-areas from Question 10.

SDG 8 — Decent Work and Economic Growth
Target 8.5: full and productive employment and decent work
Target 8.8: protect labour rights and promote safe and secure working environments
Linked to Priority 5 (employee health, inclusion, and development). Sprinta's HR practices through JAMBIZ, including extra vacation, healthcare, mental health support, pulse surveys, development talks, and anti-discrimination policies, directly contribute to these targets.

SDG 12 — Responsible Consumption and Production
Target 12.5: substantially reduce waste generation through prevention, reduction, recycling and reuse
Target 12.6: encourage companies to adopt sustainable practices and integrate sustainability information into their reporting cycle
Linked to Priority 1 (CertumHub and e-learning platform) and Priority 3 (refurbished hardware procurement). CertumHub directly helps customers integrate sustainability into their reporting. Refurbished hardware purchasing reduces waste through reuse.

SDG 16 — Peace, Justice and Strong Institutions
Target 16.6: develop effective, accountable and transparent institutions at all levels
Linked to Priority 2 (public-sector contract accountability). This includes Upphandlat, the procurement platform we built and run for Skånes Kommuner, which is already in active use, and Govensa, which launches in 2026. Both enable public-sector entities to follow up on supplier obligations, directly supporting accountable and transparent institutions..

How the maximization analysis was conducted
The selection was made by reviewing Sprinta's prioritized sub-areas from Question 10 against the SDG targets, identifying where our actual activities have measurable influence. SDG 9 was considered and dropped: although Sprinta is a software company, our work does not meaningfully contribute to SDG 9's focus on large-scale industrial infrastructure or ICT access in developing economies. SDG 16 was added because it is a better fit for Govensa's role in supporting public-sector accountability.
The selected goals are documented in the Sustainability Report and form the basis for the action plan in Question 21 and the 12-month operational goals in Question 22.

Question 21

Must be answered every year

Which action plan for sustainability has been developed based on materiality assessment, question 10, and/or based on maximization analysis, question 20, that is to say both based on identified sub-areas as prioritized and sub-goals based on the UN's global goals for sustainable development?

Based on the prioritized sub-areas in Question 10 and the selected SDGs in Question 20, Sprinta's action plan is organized around the same five priorities.

1. Tools that help other organizations do sustainability and compliance work (SDG 12)
Continue developing CertumHub as an AI-guided certification and compliance platform for SMEs. Maintain the exclusive Verify Agency partnership for ISO 26000. Continue operating the e-learning platform for internal organizational training. Resume work on dedicated SDG-alignment features within CertumHub, which were deprioritized in 2025.

2. Public-sector contract accountability (SDG 16)
Launch Govensa publicly in 2026 and onboard public-sector entities to support structured follow-up on agreed obligations covering cost, quality, safety, working conditions, environmental requirements, and staff competence.

3. Responsible procurement of IT hardware (SDG 12)
Maintain refurbished hardware purchasing as the default. Continue donating end-of-life devices through Foxway.

4. Digital-first, low-travel operations
Maintain remote-capable work practices and digital-first collaboration with clients. Keep business travel limited to what is genuinely needed.

5. Employee health, inclusion, and development (SDG 8)
Maintain the JAMBIZ HR practices: comprehensive healthcare insurance, mental health support access, pulse surveys, biannual development talks, and equality and anti-discrimination policies.
Governance and follow-up

Actions are integrated into operational plans and product roadmaps and reviewed annually through the Sustainability Report. Concrete 12-month targets drawn from this plan are set out in the answer to Question 22.

Question 22

Must be answered every year

What operational-related sustainability goals have been set up related to the selected sub-areas, question 10, or sub-goals, question 20, for the upcoming period, for example, a 12-month period?

The following operational goals have been set for the next 12-month period, drawn from the action plan in Question 21 and tied to the prioritized sub-areas in Question 10 and selected SDGs in Question 20.

1. Tools that help other organizations do sustainability and compliance work (SDG 12)
- Resume and deliver SDG-alignment & VSME features within CertumHub during 2026.
- Grow the number of organizations using CertumHub to manage their ISO 26000 and other sustainability and compliance work.
- Publish course packages on responsibility topics (including anti-corruption, conflicts of interest, and ethics in public-sector work) on Sprinta's e-learning platform during 2026.

2. Public-sector contract accountability (SDG 16)
- Launch Govensa publicly in 2026.
- Enable 10 public-sector entities to improve their contract follow-up processes through Govensa by end of 2026.

3. Responsible procurement of IT hardware (SDG 12)
- Maintain a minimum 75% refurbished share of hardware purchases during 2026.
- Continue donating end-of-life devices through Foxway.

5. Employee health, inclusion, and development (SDG 8)
- Achieve 100% employee participation in pulse surveys each cycle.
- Hold biannual development talks with every employee.
- Ensure 100% onboarding coverage of Employee Handbook policies on health, equality, anti-discrimination, and crisis support.

Follow-up

These goals are tracked through internal operational reviews and the annual Sustainability Report. Progress is reported in the answer to Question 34.

5.4 Support

Support

The answers to the questions in this area should provide the reader with a clear picture of the organization's supporting structures for sustainability work in order to support practical efforts.

Question 23

Must be answered every year

How is it ensured that the necessary economic and personnel resources are available to carry out sustainability work?

Sprinta ensures the financial and personnel resources needed for sustainability work are available through normal business planning. As a profitable software company, we budget for the activities that make this work happen: ongoing development of CertumHub (including its ISO 26000 features), the annual ISO 26000 verification process, and the time required to produce the Sustainability Report. We also set aside time at our annual company conference for employee participation in sustainability discussions.

Day-to-day sustainability practices, such as refurbished hardware procurement, digital-first work, and HR routines around employee health and inclusion, are part of normal operations and do not require separate funding lines.

Responsibilities are defined across roles: the CEO is accountable for overall governance and compliance, HR (through JAMBIZ) leads work environment, equality, and health, and product teams own sustainability features in CertumHub and Govensa. This distribution is documented in internal policies and the employee handbook.

Question 24

Must be answered every year

What skills development has been carried out in the sustainability area over the past year?

Over the past year, Sprinta's skills development in the sustainability area has come primarily through the work of building compliance and accountability tooling for others. The team has deepened its expertise in:
ISO 26000 in practice, through building and refining ISO 26000 features inside CertumHub. Operationalizing the standard in software required the team to understand it at a level beyond what a typical compliance user would need.

Public-sector contract accountability, through the development of Govensa. The team built knowledge of Swedish public-procurement law, contract obligations, and the practical mechanics of how municipalities follow up on supplier performance.

EU AI Act compliance, through the development of a new CertumHub module covering the regulation. The team built familiarity with the AI Act's risk classification, transparency, and human-oversight requirements.

VSME and SDG reporting, through ongoing module work in CertumHub. The team has built knowledge of the VSME standard for SME sustainability reporting and continues development of SDG-alignment features.

These competence areas are embedded directly in Sprinta's products and reused across customer engagements, rather than acquired through standalone training.

Question 25

Must be answered every year

What skills development is planned in the sustainability area in the short, medium, and long term?

Short term (next 12 months)
Skills development will come from the product work already on the roadmap:
VSME (Voluntary Sustainability Reporting Standard for SMEs), through ongoing module development in CertumHub. This includes the SDG-alignment work and deepens the team's expertise in SME-scale sustainability reporting.
Public-sector contract accountability, through the Govensa launch and onboarding of public-sector entities. The team will continue building knowledge of how municipalities operate, what their follow-up obligations look like in practice, and where structured tooling can support them.
Course content on responsibility topics for the e-learning platform, including anti-corruption, conflicts of interest, and ethics in public-sector work. Producing this content requires the team to develop teaching-grade understanding of these areas.

Medium term (1 to 3 years)
Further compliance areas planned for CertumHub will expand the team's expertise:
ISO 14001 (environmental management systems)
ISO 27001 (information security management)
WCAG (web accessibility guidelines)
Each of these requires the team to learn the standard at a depth sufficient to operationalize it in software, which is how Sprinta's sustainability competence is built.

Long term
Sprinta is a small company and does not maintain a fixed long-term skills plan. Long-term competence development happens through whatever new compliance and accountability areas we choose to build into our products, guided by customer needs and regulatory developments.

Question 26

Must be answered every year

How is the organization's sustainability work communicated?

Sprinta communicates its sustainability work through several channels.
The primary vehicle is the annual Sustainability Report and the ISO 26000 sustainability declaration. Both will be published on the new Sprinta website launching in June 2026, with a dedicated section in the footer linking to the declaration and a short summary of Sprinta's ISO 26000 alignment and Verify Agency partnership.

The CertumHub landing page features Sprinta's own ISO 26000 verification prominently, both as evidence of our practical experience with the standard and as part of the value proposition to customers using CertumHub for their own certification work.

Internally, sustainability is communicated through the Employee Handbook, internal policies, onboarding, and regular meetings. Dedicated time at the annual company conference is set aside for employee participation in sustainability discussions.
Responsibilities are documented: the CEO is accountable for overall governance and compliance, HR (through JAMBIZ) leads work environment, equality, and health, and product teams own sustainability features in CertumHub and Govensa.
Policies and routines covering work environment, inclusion and equality, crisis management, ethics, and environmental practices are available to all staff and reviewed regularly. Updates to Sprinta's sustainability direction are communicated alongside the annual Sustainability Report and through internal channels.

Question 27

Must be answered every year

If any area has been excluded from the communication, for example with regard to the organization's or stakeholders' need for privacy, explain why.

No sustainability areas have been deliberately excluded from communication. The only information not publicly shared is detail that would identify individual employees (for example, individual health, performance, or case-handling matters), which is withheld for privacy reasons.

Question 28

How is the governance for sustainability organized, including governance mechanisms for work on prioritized specific areas for sustainability, see prioritized sub-areas, question 10.

Sprinta's governance for sustainability is integrated into our overall corporate governance and organized through clear roles, routines and decision paths rather than a separate sustainability function. Key elements:

- Leadership and strategic direction: The CEO and board set overall sustainability direction and priorities and approve major policies and reports (e.g., the annual Sustainability Report).

- Shared operational responsibility: The leadership group carries primary responsibility for implementation. Relevant functions take ownership of prioritized sub-areas:
  - HR (via the JAMBIZ group) leads work environment, inclusion and labor-practice related measures (health checks, insurance, pulse surveys, development conversations).
  - Product development owns sustainability in our offerings (CertumHUB features for ISO 26000 self-assessments, customer documentation and tracking; integrating reporting/ tracking functionality).
  - Operations/IT drive environmental actions (circular IT reuse, remote work practices, travel reduction).
  - Legal/compliance and administration (supported by JAMBIZ) handle ethics, anti-money-laundering, crisis routines and other compliance mechanisms.

- Monitoring and control mechanisms: Progress on prioritized sub-areas is tracked through existing internal routines and tools:
  - People and inclusion: recurring pulse surveys, health checks, development dialogues, and feedback from the annual company conference.
  - Environmental practices: operational reviews of IT reuse, travel and remote-work practices, with findings fed into internal routines and the Sustainability Report.
  - Product/consumer issues: adoption and user feedback from CertumHUB and tracking of customer use of sustainability features.
  - Ethics/compliance: documented policies, onboarding, and internal reviews.

- Reporting and review: Sustainability performance is reviewed in connection with the Sustainability Report (published 2024 and intended to be updated annually). The report and internal feedback loops serve as the main governance checkpoints and inform prioritization and development work.

- Continuous improvement and integration: Rather than a standalone control system, governance relies on integrating sustainability into existing governance, leveraging JAMBIZ group support for HR, legal and administrative controls, and planning to build more formal indicators and tracking (including within CertumHUB) to strengthen governance and monitoring of prioritized sub-areas.

5.5 Operations and activities

Operations and activities

The answers to the questions in this area should give the reader a good picture of the organization's activities for social responsibility during the period and for achieving set goals for sustainable development.

Question 29

Must be answered every year

Describe the organization's activities carried out and ongoing during the recent period based on the prioritized sub-areas in question 10, and identified goals and sub-goals from the UN's global goals for sustainable development, see question 20.

Activities carried out during the past period are organized by the same five prioritized sub-areas in Question 10 and the selected SDGs in Question 20.

1. Tools that help other organizations do sustainability and compliance work (SDG 12)
CertumHub reached full release in 2025, with ISO 26000 self-assessment now live and in use by customers. Work on a VSME module (including SDG-alignment features) began during the period and is ongoing. Work on an EU AI Act compliance module also began and is launching during spring 2026. The e-learning platform was developed as a standalone product for general-purpose internal training, with responsibility-topic course packages in production for 2026.

2. Public-sector contract accountability (SDG 16)
Govensa was built during the past period and is launching publicly in 2026. The team developed working knowledge of Swedish public-procurement law and contract follow-up practices through this work.

3. Responsible procurement of IT hardware (SDG 12)
75% of hardware purchased since the last verification has been refurbished, sourced through circular-IT suppliers. End-of-life devices continue to be donated through Foxway.

4. Digital-first, low-travel operations
Remote-capable work and digital-first collaboration with clients have been maintained throughout the period.

5. Employee health, inclusion, and development (SDG 8)
JAMBIZ HR practices were maintained throughout the period: healthcare insurance, mental health support access, pulse surveys, biannual development talks, and equality and anti-discrimination policies. Sprinta also adopted CertumHub internally for its own sustainability follow-up in Q2 2025.

Question 30

What potential collaborations and partnerships does the organization have in the sustainability area? Indicate any connections to specific prioritized sub-areas or sub-goals.

Sprinta has several potential collaborations and partnership avenues in sustainability that align with specific prioritized sub-areas and sub-goals:

- Circular IT management (links to SDG 12 sub-goals on responsible consumption and production): expanding the existing Foxway partnership for responsible reuse and recycling of IT equipment to further reduce e-waste and improve resource efficiency.

- Public-sector digitalization projects (links to SDG 9 sub-goals on access to ICT and support for domestic technology): deeper partnerships with municipalities and regional governments to co-develop digital solutions that improve service accessibility, transparency, and long-term infrastructure resilience.

- CertumHUB ecosystem partnerships (links to SDG 12 sub-goals on sustainability reporting and 8 on decent work through governance): growing collaboration with organizations and consultants using CertumHUB to co-develop features for ISO 26000 alignment, sustainability documentation, indicator tracking, and internal education — enabling wider adoption of structured sustainability practices.

- Group-level coordination within Jambiz (links to SDG 8 sub-goals on decent work and safe workplaces): leveraging Jambiz Group functions (HR, legal, etc.) to scale ethics, health & safety, equality, and inclusive workplace practices across entities.

- Client and sector networks (cross-cutting links to SDG 8, 9, and 12): forming multi-stakeholder initiatives with public and private clients to pilot sustainability-focused digital solutions (e.g., health, education, governance) and share best practices for measurement and reporting.

These potential collaborations are directly connected to Sprinta's prioritized SDGs (primarily SDG 8, 9, and 12) and their relevant sub-goals, and would strengthen impacts in responsible consumption/production, access to ICT and innovation, and decent work and governance.

Question 31

What preparedness does the organization have for emergencies and for crisis management in the field of sustainability?

Sprinta's preparedness for emergencies and crisis situations is guided by internal policies and routines developed in collaboration with the JAMBIZ group. While there are no sustainability-specific emergency plans, relevant aspects are addressed through broader crisis and safety structures.

Key components include:

A crisis and safety policy, which outlines roles, routines, and response measures for unforeseen events that may affect employees, operations, or reputation.

A policy for first aid and crisis support, ensuring that employees have access to support in case of mental or physical health crises.

Work environment and rehabilitation policies, which support long-term employee health and recovery after serious incidents.

Digital preparedness through remote work capabilities and secure IT systems that reduce operational vulnerability and environmental impact.

These routines are proportionate to Sprinta's size and are reviewed and maintained together with group-level functions to ensure business continuity and employee well-being.

5.6 Evaluation of performance

Evaluation of performance

The answers to the questions in this area should provide a clear picture of the organization's ability to evaluate its sustainability work, for example, the use of reporting points based on international practices and regulations (see Appendix D).

Question 32

Must be answered every year

What metrics, KPIs, or similar are used to show the status of sustainability work? How are the prioritized areas followed up? Does the organization use any specific frameworks for monitoring or reporting such as ESRS, GRI, or others?

Sprinta uses ISO 26000 as its guiding framework for sustainability work, supported by SIS/TS 2:2021 for structuring the declaration and mapping to the UN Sustainable Development Goals. Sprinta does not currently report under ESRS or GRI, both of which are designed for substantially larger organizations. We are following the development of VSME (the EFRAG voluntary standard for SME sustainability reporting) and will assess adoption as the standard matures, particularly as our own CertumHub VSME module is being built during 2026.

Prioritized areas are followed up through specific operational KPIs tied to the priorities in Question 10 and the SDGs in Question 20:

Tools that help other organizations do sustainability and compliance work (SDG 12): number of organizations using CertumHub to manage their ISO 26000 and other sustainability work; delivery of planned modules (VSME, SDG-alignment, EU AI Act).

Public-sector contract accountability (SDG 16): number of public-sector entities using Govensa to improve their contract follow-up processes.

Responsible procurement of IT hardware (SDG 12): refurbished share of hardware purchases (currently 75%).

Employee health, inclusion, and development (SDG 8): pulse survey participation rate, development talk completion, onboarding policy coverage.

Internally, Sprinta adopted CertumHub in Q2 2025 to track its own sustainability work. This means the same tool used to support customers' ISO 26000 alignment is now used to document and follow up Sprinta's own progress. Updates are reviewed annually in connection with the Sustainability Report.

Question 33

Must be answered every year

Has the organization chosen to use any of the indicators linked to the selected global UN goals and sub-goals for sustainable development? If so, which ones? What did the results look like for these in the latest measurement?

Sprinta has not adopted a formal corporate SDG indicator framework such as UNCTAD's Guidance on Core Indicators or the GRI SDG mapping. The official UN global indicator framework is designed primarily for national statistical reporting. For a company of Sprinta's size, we use our own operational KPIs mapped to the relevant SDG targets:

SDG 8 (Decent Work and Economic Growth)

Linked to targets 8.5 and 8.8. Sprinta tracks pulse survey participation, development talk completion, and onboarding coverage of health, equality, anti-discrimination, and crisis support policies. The most recent measurement showed full participation in pulse surveys and 100% policy coverage in onboarding.

SDG 12 (Responsible Consumption and Production)

Linked to targets 12.5 and 12.6. Sprinta tracks the refurbished share of hardware purchases (75% since the last verification) and the development of sustainability reporting tools in CertumHub that help customers integrate sustainability information into their reporting cycle.

SDG 16 (Peace, Justice and Strong Institutions)

Linked to target 16.6. Sprinta tracks Govensa's role in supporting public-sector contract accountability. Govensa is launching in 2026, so the first measurements will be available during 2026 as public-sector entities begin using it.

Future reporting will continue using Sprinta's own operational KPIs as the primary indicators, with progress published in the annual Sustainability Report.

Question 34

Must be answered every year

What did the latest follow-up of the organization's sustainability work show according to the selected KPIs and metrics, see questions 32 and 33?

The latest follow-up of Sprinta's sustainability work, completed in connection with this declaration, shows the following results against the KPIs in Question 32 and 33.

SDG 8 — Decent Work and Economic Growth

100% employee participation in the most recent pulse survey cycle. 100% completion of biannual development talks. 100% onboarding coverage of Employee Handbook policies on health, equality, anti-discrimination, and crisis support. These results reflect Sprinta's size: with a small team, full coverage is achievable and expected.

SDG 12 — Responsible Consumption and Production

75% of hardware purchased since the last verification has been refurbished, sourced through circular-IT suppliers. End-of-life devices continue to be donated through Foxway.

CertumHub reached full release in 2025 with ISO 26000 self-assessment, documentation, and improvement-action tracking now in use by customers. Sprinta adopted CertumHub internally for its own sustainability follow-up in Q2 2025. VSME module development (including SDG-alignment features) is ongoing. An EU AI Act compliance module is launching during spring 2026.

SDG 16 — Peace, Justice and Strong Institutions

Govensa was built during the past period and is launching publicly in 2026. The first measurements of public-sector entities using Govensa to improve their contract follow-up will be available during 2026.

Overall assessment

Management considers the results positive. The structured sustainability work initiated in 2024/2025 has produced concrete operational outcomes in product development, hardware procurement, and HR practices. Areas carried forward into 2026 include the SDG-alignment features in CertumHub (deprioritized in 2025) and the first Govensa deployments.

Question 35

Must be answered every year

Has internal audit been conducted in the organization itself and how have any deviations been handled?

Sprinta has conducted an internal review of its sustainability work in preparation for this declaration. With a team of four, this takes the form of management reviewing last year's declaration against current reality: identifying which commitments were delivered, which were not, and what needs to change. A separate internal audit function is not practical at Sprinta's size and would not add value.

The review identified that one commitment from last year, SDG-alignment features in CertumHub, was not delivered as planned and was deprioritized in favour of strengthening the ISO 26000 core. This is carried into the 2026 plan rather than treated as a deviation, since it reflects a deliberate reprioritization rather than a failure of process.

The 2025 Verify Agency audit findings have been addressed directly in this year's declaration through the rebuilt prioritization (Question 10), SDG selection (Question 20), action plan (Question 21), and 12-month operational goals (Question 22).

Question 36

Must be answered every year

Has a review been conducted with, or by, stakeholders in the value chain, or both? Have any deviations been addressed?

Reviews and input from value-chain stakeholders have been gathered through several channels during the past period.

Employees

A dedicated sustainability session was held at the annual company conference in September 2025. Employees reviewed and provided input on Sprinta's sustainability work, which has informed this declaration.

Customers

CertumHub includes a built-in feature for support requests, feedback, and innovation suggestions, which has been used extensively by customers. This feedback shapes the product roadmap, including the development direction of ISO 26000, VSME, and EU AI Act features.

Public-sector stakeholders

During the development of Govensa, Sprinta conducted pre-study conversations with public-sector workers in positions relevant to contract follow-up. Their input shaped Govensa's design and functionality ahead of the 2026 launch.

Verification partner

The 2025 Verify Agency audit constitutes an external review by a value-chain stakeholder. Its findings have been addressed directly in this declaration, as described in Question 35.

Deviations

No formal deviations have been recorded. Input from these reviews has been incorporated into product development and operational improvements rather than handled through a separate deviation-management process.

Question 37

Must be answered every year

What conclusions has the management drawn about the results and effectiveness of the sustainability work in connection with the latest follow-up? As a consequence, have there been any reprioritizations in the sustainability work, for example, a change of selected sub-areas or sub-goals, and if so, which ones? If the answer is yes, how have the deprioritized areas been handled?

Management concludes that the sustainability work has produced concrete operational results during the past period, particularly in the integration of ISO 26000 features into CertumHub, the launch preparation for Govensa, the move to refurbished hardware purchasing, and the maintained HR practices through JAMBIZ. The internal adoption of CertumHub for Sprinta's own sustainability tracking in Q2 2025 has improved follow-up capacity.

As a consequence of this year's follow-up and the 2025 Verify Agency audit findings, management has reprioritized the sustainability work in two significant ways.

Sub-area reprioritization (Question 10)

The previous year's declaration listed sixteen prioritized sub-areas spanning all seven ISO 26000 core subjects. Management concluded that listing nearly everything as a priority was not realistic prioritization. This year's declaration identifies five focused priorities reflecting where Sprinta has real influence: tools that help others do sustainability and compliance work; public-sector contract accountability; responsible procurement of IT hardware; digital-first low-travel operations; and employee health, inclusion, and development.

The deprioritized areas have not been abandoned. Internal policies covering work environment, equality, ethics, data protection, and anti-corruption remain in place and are maintained as part of normal operations. They are simply no longer claimed as strategic priorities, since Sprinta's actual sustainability impact comes from the five focused areas.

SDG reprioritization (Question 20)

Management reviewed the previous SDG selection (SDG 8, 9, 12) and concluded that SDG 9 was a poor fit for what Sprinta actually does. Although Sprinta is a software company, SDG 9's focus on large-scale industrial infrastructure and ICT access in developing economies does not match our activities. SDG 9 has been replaced by SDG 16 (Peace, Justice and Strong Institutions), which is a genuine fit for Govensa's role in supporting accountable public institutions.

SDG 9 is not being tracked as a priority going forward. Any activities previously associated with it are absorbed into the more accurate SDG mappings under SDG 12 and SDG 16.

Process for future reprioritization

These reprioritizations were driven by honest reassessment rather than external pressure. Management's intent is to continue this practice annually, rather than treating priorities as fixed once chosen.

Question 38

Must be answered every year

To the extent that this sustainability statement is to function as a sustainability report according to national law or international standards, are there any commitments, or activities linked to such commitments, that have not been declared or answered above? If the answer is yes, please provide additional information here.

No. Sprinta is below the statutory reporting threshold under Swedish law and is not subject to mandatory sustainability reporting. This declaration is prepared voluntarily under ISO 26000 and SIS/TS 2:2021. No legally required commitments or activities have been omitted, and no other formal sustainability reporting standards (such as ESRS, GRI, or VSME) are currently used.

5.7 Improvements

Improvements

The answers to the questions in this area should clarify the organization's continuous improvement work.

Question 39

Does the organization use any specific method or approach to identify, manage, and follow up on improvements? If the answer is yes, which ones?

Yes. Sprinta uses a practical, iterative approach rather than a formalized system. The main method has been the development of our first sustainability report (2024), which acted as a structured review to identify improvements and areas for development. Improvements are identified through internal leadership discussions, employee feedback (including review sessions and pulse surveys), continuous input from customers and product development (notably CertumHUB), and the ISO 26000/SIS frameworks used for mapping SDG-related areas. Follow-up is integrated into daily operations and policy updates, with actions tracked and reassessed annually in connection with the sustainability report. Feedback and stakeholder input received in projects and support conversations are used directly to guide product and operational improvements.

Question 40

Must be answered every year

Have there been any further improvements in sustainability efforts that have not already been mentioned, if the answer is yes, which ones?

No. The sustainability improvements made during the past period have been covered in the answers to Questions 24, 29, 34, 36, and 37.

Question 41

Must be answered every year

How are complaints from stakeholders handled and used in the ongoing improvement work (for example, results from stakeholder dialogues or complaint cases)?

Sprinta handles complaints and stakeholder feedback through channels appropriate to each stakeholder group.

Customers

CertumHub includes a built-in feature for support requests, feedback, and innovation suggestions. This is used extensively by customers and serves as the primary structured channel for product-related complaints, issues, and improvement input. Feedback received through this channel directly informs the CertumHub roadmap, including sustainability-related features such as ISO 26000, VSME, and EU AI Act modules.

Employees

Concerns from employees are handled through several structured touchpoints: pulse surveys via JAMBIZ, the annual development meeting between each employee and management, and dedicated routines for handling discrimination and harassment. Direct conversations with management are also available at any time given Sprinta's size.

Partners, public-sector stakeholders, and the public

Sprinta does not operate a separate formal complaints system for these groups. Concerns reach Sprinta through direct contact with the relevant person at Sprinta, typically by email, phone, or project meeting. Sprinta's size makes this appropriate.

Integration with improvement work

Customer feedback through CertumHub directly shapes product development. Employee input from pulse surveys and development meetings informs the Sustainability Report and operational priorities. Input from public-sector stakeholders gathered during Govensa pre-study work shaped the product's design.

Question 42

Must be answered every year

Is there any additional information about the organization's sustainability work that is important to share in order for a reader of the sustainability declaration to get a complete and accurate picture of the organization's work with social responsibility in order to maximize its contribution to sustainable development? If the answer is yes, please provide additional information here.

Sprinta's main contribution to sustainable development comes from the software we build for others, not from our own operational footprint. CertumHub helps SMEs become audit-ready for sustainability and compliance standards, including ISO 26000. Govensa helps public-sector entities follow up on supplier obligations covering quality, safety, working conditions, environmental requirements, and staff competence. Our e-learning platform supports internal organizational training, including course packages on responsibility topics.

This framing is reflected throughout the declaration: the prioritized sub-areas in Question 10, the SDG selection in Question 20 (SDG 8, 12, and 16), and the action plan in Question 21. The most accurate way to read this declaration is as a description of a small software company whose sustainability impact is amplified through the tools it builds for others, supported by responsible practices in its own operations.