



SUSTAINABILITY REPORT 2023

Published: 20.5.24





TABLE OF CONTENTS

1 GREETINGS FROM THE CEO	03	6 DIVERSITY & EMPLOYEE WELLBEING	26
2 VIRTA IN BRIEF	05	A. Diversity	26
3 OUR SUSTAINABILITY APPROACH	08	B. Health & Safety	31
4 VIRTA'S MATERIALITY ANALYSIS	11	C. Employee Satisfaction, Engagement & Development	33
5 VIRTA'S ENVIRONMENTAL FOOTPRINT	15	7 BUSINESS ETHICS & SUSTAINABLE PROCUREMENT	36
A. Greenhouse Gas Emissions	17	8 ENSURING SUSTAINABLE BUSINESS PRACTISES	39
B. Virta's Environmental Handprint	21	9 THE WAY FORWARD	42
C. Sustainable Charging & Energy	23		

NAVIGATION TIP!

This guide is interactive, which means that you can jump between chapters by clicking the titles on the Table of Contents. You can return to the table of contents simply by clicking this icon:





1 GREETINGS FROM THE CEO



Virta is committed to leading the industry forward in sustainability practices

The year 2023 marked a significant milestone for Virta as we celebrated the first decade of our journey. Ever since our inception, our vision has centred around a world of sustainable mobility and energy enabled by connected electric vehicles and charging infrastructure.



Jussi Palola

Jussi Palola
CEO & Co-Founder of Virta



Throughout 2023, the world made notable strides towards realising this vision. The ongoing war in Ukraine along with the current world situation propelled Europe towards reducing its reliance on fossil fuels in favour of renewable energy sources. At COP28, nations collectively committed to phasing out fossil fuels, while the EU and prominent Southeast Asian countries began translating their green ambitions into legislative actions. Electric mobility and renewable energy production both reached record levels, with several EU countries seeing a higher number of new registrations for electric vehicles over traditional internal combustion engine vehicles.

Simultaneously, our business continued robust growth and expansion. Virta's total revenue surged by 96.1% compared to the previous fiscal year, reaching EUR 77.9 million. This continued growth was recognised as Virta was included in the Financial Times FT1000 Fastest

Growing Companies list for the fifth consecutive year.

Operationally, a significant milestone was achieved as the number of operational charging points on the Virta platform surpassed 100,000. With an increase in connected charging points and energy charged amounting to 290 GWh (+64% from the previous year), Virta reached a scale that allowed us to advance towards realising the second part of our mission: connecting EVs to energy flexibility.

In May 2023, Virta entered the Finnish national grid company Fingrid's FCR-D up frequency containment reserve markets, offering demand response reserve capacity on a daily basis. This reserve was successfully activated multiple times, notably during the outage at the Olkiluoto 3 nuclear reactor and amidst wind power production shutdowns caused by storms in August.

Virta's solution provided crucial automatic flexibility within seconds, helping to avert more severe disruptions in the power grid. Projects to expand operations to other national energy flexibility markets were initiated, starting with France.

While we take pride in our business growth and our role in decarbonising transportation and energy systems, Virta is committed to leading the industry forward in sustainability practices. Transparency and continuous improvement are at the core of our sustainability efforts. In 2023, we made considerable progress by releasing our inaugural sustainability report. This report that you are reading now is the follow-up and offers a comprehensive view of the company's current sustainability performance, detailing the initiatives undertaken and the challenges faced as we strive forward.



2 VIRT IN BRIEF

Founded in Helsinki in 2013, Virta is a global pioneer in developing smart electric vehicle charging services. Virta was ranked on the Financial Times 1000 Europe's Fastest Growing Companies list for the fifth time in a row in 2024.

Virta's vision is a future of sustainable energy and mobility, made possible by connected electric vehicles (EVs). To fulfil this vision, Virta's mission is to develop and offer charging solutions that are easy and profitable for businesses and that make charging effortless for EV drivers.

Virta's core offering is an end-to-end charging solution that includes everything needed to build, operate, and scale smart electric vehicle charging operations and businesses in a fast and cost-effective way. Besides this standard end-to-end charging solution, Virta offers modular solutions for large enterprises looking to operate EV charging networks at a continental level.

GOVERNANCE STRUCTURE

Virta has a dual governance structure, with a Board of Directors and an Executive Leadership Team. The board is to consist of between five and ten members. Currently, the board consists of 9 members and 3 observers. Out of the members, 3 are independent directors. The chair of the board and one observer are women. Personal deputy members may be appointed to the Board Members. The Board Members are elected until further notice.

The Executive Leadership Team consists of 10 people, out of which 2 are women.

Out of the Board and the Executive Leadership Team, committees are formed. These consist of the Audit Committee, the Compensation Committee, and the Strategy Committee. ESG (Environmental, Social, Governance) matters were reported on a regular basis to the board in 2023 and reporting continues in 2024.

The company is privately owned by a group of investors, including energy companies, VC funds and management level employees.





As of today, the Virta platform is used by over 1,000 private and public companies and organisations in the charging network business, utility, petrol retail, retail, hotel, real estate, parking, and automotive industries. At the end of 2023, these customers operated over 105,000 chargers in 35 countries, forming the “Powered by Virta” network. Through roaming, EV drivers could access a total of +500,000 charging points in over 65 countries by the end of 2023.

As a global EV charging forerunner, Virta had 40 active patent families at the end of 2023, consisting of granted and pending assets, with a focus on energy management capabilities, which are central to the future connected energy and mobility ecosystem.

OUR VISION

A world with sustainable energy & mobility, made possible by connected EVs & charging infrastructure

OUR MISSION

To make EV charging services easy for EV drivers & profitable for businesses

OUR VALUES

Striving for a sustainable future

Virta strives towards a cleaner future, thinks ahead, and performs accordingly. We value environmental, economic, and social sustainability. Despite the challenge grandiosity, we are committed to make our best effort to change the world for good.

Making things happen & work in practice

We value making things happen in practice. We are not a company that only talks about disruptions, but we make them happen with visible business results.

Growing together and individually

Growth is valuable for us and always worthwhile to pursue. The market is growing rapidly, and our target is to grow even faster. Continuous growth is only achieved when we're able to convince our customers to use our services again and again.

Helping each other succeed

While it is important to have clear individual goals and targets, our most successful results happen when people within our company help each other out. When we work together, our performance shows.



A LEADING SMART EV CHARGING PLATFORM & NETWORK

1,000+ companies and organisations globally operate their EV charging services on Virta platform & constitute the global Powered by Virta network.

2013

founded in Helsinki

226

employees by the end of 2023

35

countries

40

patent families granted/applied

+500 000

charging points incl. roaming

Every 1,5 seconds

a charging event in the Virta network

7 offices

Helsinki (HQ), Berlin, Bucharest, London, Paris, Singapore & Stockholm

33,447.1 tCO₂e

Carbon footprint 2023

Scope 1 & 2 (market-based): 10.4 tCO₂e

Scope 3: 33,436.7 tCO₂e

163,674 tCO₂e

Carbon handprint 2023





3 OUR SUSTAINABILITY APPROACH

2023 was another significant year for sustainability at Virta. We published our first Sustainability Report, improving both our stakeholders' and our own insight into our work with ESG matters. We also raised our Ecovadis score (to 68 points, rewarding a silver medal) and started preparing for the changes and needs that will come with the European Union's CSRD (Corporate Sustainability Reporting Directive).

The CSRD and the EU Taxonomy are two topics that are high on the agenda for 2024. Virta is due to report in line with the CSRD in 2026, and this means that the preparatory work has already begun. In line with our plan to be an industry-leader in sustainability, we are starting to implement the changes needed to report in accordance with the ESRS (European Sustainability Reporting Standards) so that we will be ready for the CSRD when it comes into force in 2026. When it comes to the EU Taxonomy (an EU instrument to direct funding to sustainable activities and help the EU achieve its climate and environmental goals), we will continue to monitor the legislation and assess our eligibility and alignment with the taxonomy when it is fully defined and implemented.



Our goal is to be a forerunner in the industry and to provide our stakeholders with a transparent view of how we approach sustainability at Virta.





In last year's report, we briefly touched upon the potential climate-related risks and opportunities that may be relevant to Virta. We then considered the following as potential risks for the industry:

- exposure to litigation
- increased cost of raw materials & energy

Whereas potential opportunities included:

- Use of more efficient modes of transport
- Use of lower-emission sources of energy
- Development and/or expansion of low emission goods and services
- Shift in consumer preferences
- Participation in renewable energy programs and adoption of energy efficiency measures

These are still relevant today. However, in 2024, we will perform a double-materiality analysis (DMA), to significantly improve our understanding of the risks and opportunities above, as well as the company's effect on people and the planet. The DMA will then work as a foundation for future reporting according to the CSRD and the European Sustainability Reporting Standards (ESRS).

This report is done referencing the Global Reporting Initiative (GRI), and we will continue to do so until the European ESRS take over in the beginning of 2026.

As we reflect on the many important milestones reached in 2023, we recognise that we are still at the start of an ongoing sustainability journey. Our sustainability work will never end, as there always will be improvement areas. Our goal is to be a forerunner in the industry and to provide our stakeholders with a transparent view of how we approach sustainability at Virta. Our [Sustainability Policy](#) guides our work, and it is a document that we continuously update with more ambitious targets as we get further into our sustainability journey.

The sustainability data presented in this report covers annual data from the 1st of January 2023 to the 31st of December 2023. This sustainability report applies to Liikennevirta Oy (Finland) as well as the following subsidiaries: Virta SARL (France), Virta International GmbH (Germany), Virta Nordic AB (Sweden), Virta Ltd Pte (Singapore), Virta Ltd (United Kingdom) and Virta Eastern Europe S.R.L. (Romania). The footprint and handprint data in this report has been put together by the external company UseLess Oy. For questions about the report or reported information, please contact sustainability@virta.global.



HOW WE WORK WITH SUSTAINABILITY

The practical and strategic sustainability work and initiatives at Virta are carried out and overseen by our Sustainability Manager, supported by our VP of People, Culture and Sustainability. Sustainability falls under People, Culture and Sustainability at Virta, a team consisting of HR professionals and the Sustainability Manager. However, the whole company participates in this work through their day-to-day tasks by creating a more sustainable future of mobility.

The board oversees ESG topics, and provides ideas, feedback and other input to the VP of PCS and the Sustainability Manager if needed. The VP of PCS reports ESG topics to the board regularly. All policies and reports concerning sustainability matters are reviewed by the board of Virta and approved by the Executive Leadership Team before publishing. Furthermore, any potential critical concerns or cases of whistleblowing are reported to the board.



4 VIRT A'S MATERIALITY ANALYSIS

In 2021, we conducted a materiality analysis, to identify and prioritise the most important and relevant sustainability topics regarding the economy, environment, and people, for Virta's value chain and stakeholders. The materiality analysis was done by surveying employees and other stakeholders on the importance of sustainability-related topics to Virta. The analysis was conducted following the Global Reporting Initiative's (GRI) guidelines. The topics in the survey were chosen by analysing:

- The company's service offering, operations, values, strengths, and weaknesses
- Mega trends in the industry and overall
- Sustainability-related requests from stakeholders, as well as potential future requests and requirements
- The geographies where our business operates
- Benchmark with industry peers
- The Sustainability Accounting Standards Board (SASB) materiality map for the Software & IT Services industry
- The principles of the UN global compact

Based on the results, we consider the following topics material

for Virta and our stakeholders:

- Privacy, data- and cybersecurity
- Employee satisfaction, engagement, and development
- Sustainable charging and energy
- Sustainable growth of the company and its business
- Legal compliance, anti-corruption and bribery measures
- Intellectual property protection
- Resilience of our business model

In addition, we consider human rights an increasingly important issue, due to the severity of the risks associated with human rights violations, the increasing reporting demands surrounding the issue as well as the [salience of the topic overall](#). As a software-focused company, we see the risks of human rights violations as low, but as we do resell hardware as well, we are working on improving insight into our supply chain and our impact. [Virta's Supplier Code of Conduct](#) gives an overview of our requirements and expectations towards our suppliers.





Figure 1: Virta's Materiality Map (2021)



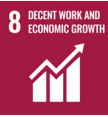

The Supplier Code of Conduct is implemented with all Tier 1 hardware suppliers, and we also use EcoVadis assessments to better understand their strengths and weaknesses in ESG.

The material topics were used to build Virta's [Sustainability Policy](#). In it, we have listed our internal goals related to each topic, as well as how we govern these goals. These topics are similarly the foundation for this Sustainability Report.

In 2024, we will conduct a Double-materiality Analysis (DMA) in accordance with the CSRD. The DMA will be published in next year's sustainability report. The DMA will give us an updated and expanded view of our impact on the world and the world's impact on us.





Materiality & related SDGs	Our impact upon the SDGs	What we are doing today	Measuring our progress (related GRI disclosures)	Reported values 2023	Activities planned in 2024
<p>Privacy, data- and cyber security & Intellectual property protection</p> 	<p>By a strong focus on privacy and data- and cyber security, we contribute to building strong institutions (SDG 16).</p>	<ul style="list-style-type: none"> • ISO27001 • SOC2 reporting • GDPR training • Whistleblowing 	<p>GRI 2-16 GRI 2-26 GRI 2-27 GRI 418-1</p>	<p>Nr of security incidents: 0</p> <p>No breaches of customer privacy.</p> <p>98.7% of employees trained in GDPR.</p> <p>0 cases of whistleblowing related to privacy, data- and cyber security.</p>	<p>Continued tracking of incidents.</p> <p>Continued internal training, with the help of new tools.</p>
<p>Employee satisfaction, engagement, and development</p>  	<p>By providing all employees with health benefits and non-mandatory health services, we support good health and well-being. By improving our employee satisfaction, engagement and development, we contribute to SDG 8: Decent work and economic growth.</p>	<ul style="list-style-type: none"> • Health benefits for all employees, including extra mental health services through Auntie • Quarterly Employee Satisfaction Survey including eNPS. • Development discussions for all • New performance management tool • Low threshold reporting of concerns and discrimination • Tracking of accidents • Whistleblowing 	<p>GRI 2-16 GRI 2-26 GRI 2-29 GRI 403-1 GRI 403-3 GRI 403-6 GRI 403-8 GRI 403-9 GRI 404-3 GRI 405-1 GRI 406-1</p>	<p>eNPS: 17</p> <p>Whistleblowing cases related to employee wellbeing, health & safety, or misconduct: 1</p> <p>Percentage of employees who've had development discussions in 2023: 95%</p> <p>Workplace accidents: 1</p>	<p>Continued tracking of all metrics.</p> <p>Continued work to improve safety and satisfaction of employees.</p> <p>Improvement of internal training in DEI.</p>
<p>Sustainable charging and energy</p> 	<p>With our products, we help electric vehicle charging support the renewable energy grid, contributing to SDG 7.1-7-3.</p>	<ul style="list-style-type: none"> • Analysing our footprint through carbon impact calculations. • Analysing our positive impact through handprint analysis. 	<p>GRI 2-23 GRI 201-2 GRI 302-2 GRI 305-3</p>	<p>CO₂ from the use of the Powdered by Virta chargers (scope 3): 31,371.9 tCO₂e</p> <p>Handprint 2023: 163,674 tCO₂e</p>	<p>Improvement of our insight into the energy used to charge by our customers.</p>






Materiality & related SDGs	Our impact upon the SDGs	What we are doing today	Measuring our progress (related GRI disclosures)	Reported values 2023	Activities planned in 2024
<p>Legal compliance, anti-corruption and bribery measures</p> 	<p>By complying to laws and regulations and working against corruption and bribery, we build a strong institution.</p>	<ul style="list-style-type: none"> Tracking cases of non-compliance Tracking cases of whistleblowing The Code of Conduct is mandatory reading for all new employees Improving readiness for CSRD 	<p>GRI 2-15 GRI 2-16 GRI 2-23 GRI 2-24 GRI 2-26 GRI 2-27</p>	<p>Nr of instances of non-compliance in 2023: 0</p> <p>Nr of instances of whistleblowing cases related to legal compliance, corruption, or bribery: 0</p> <p>% of employees who have read and signed the Code of Conduct: 99%</p>	<p>Continued monitoring of all metrics.</p> <p>Double Materiality Analysis to get ready for CSRD reporting.</p> <p>Publish Modern Slavery Statement for 2023.</p> <p>Create a procurement policy for Virta.</p>
<p>Resilience of our business model & sustainable growth of the company and its business</p>  	<p>By a strong focus on resilience and sustainable growth, we help build strong institutions and resilient infrastructure, and make the industries of mobility and energy more sustainable.</p>	<ul style="list-style-type: none"> Tracking our sustainability performance through EcoVadis Hiring and retaining the right talent, focusing on diversity Improving internal documentation Improving transparency Focusing on customer satisfaction 	<p>GRI 401-1</p>	<p>EcoVadis Score: 68</p> <p>Turnover rate: 14.9%</p> <p>New hires in 2023: 67</p> <p>eNPS: 17</p>	<p>Continued tracking of all metrics, with the help of new sustainability software.</p> <p>Improve EcoVadis score further.</p> <p>Update Sustainability Policy and KPIs.</p> <p>Strong focus on customer satisfaction.</p>

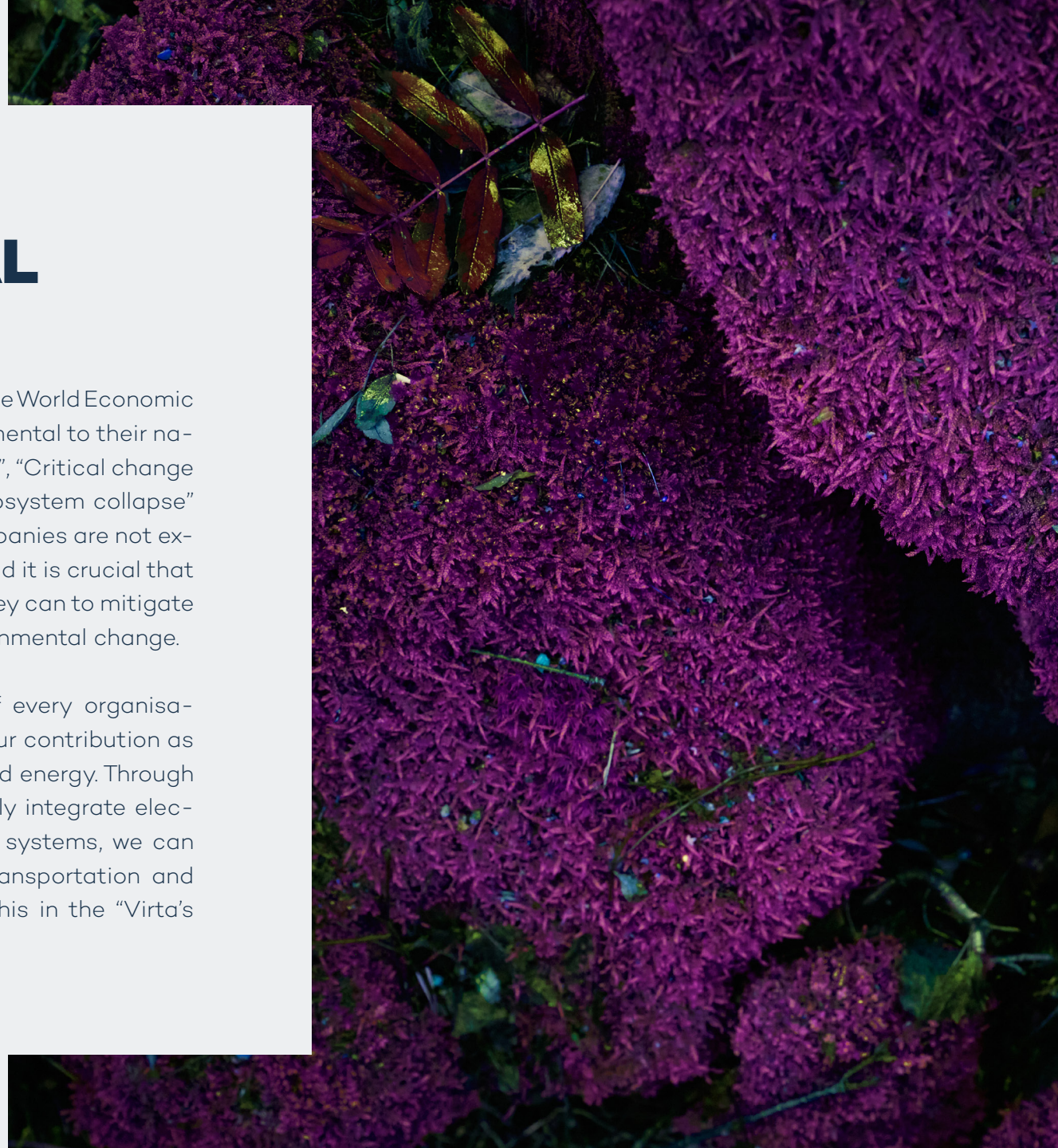
Table 1: Virta's material topics and related SDGs.



5 VIRT A'S ENVIRONMENTAL IMPACT

According to the [Global Risk Report 2024](#) by the World Economic Forum, the top 4 long-term risks are environmental to their nature. These risks are “Extreme weather events”, “Critical change to Earth systems”, “Biodiversity loss and ecosystem collapse” as well as “Natural resource shortages”. Companies are not excluded from these risks or society at large, and it is crucial that companies carry their weight and do what they can to mitigate and reverse climate change and other environmental change.

At Virta, we recognise the responsibility of every organisation in combating these risks, and we view our contribution as shaping a zero-emission world in mobility and energy. Through offering the necessary services to seamlessly integrate electric vehicle charging with renewable energy systems, we can effectively reduce emissions in both the transportation and energy sectors. You can read more about this in the “Virta’s Environmental Handprint”-section.





Even though our business supports the transition to zero-emission mobility and energy, we want to ensure that our business creates the smallest environmental footprint possible. That is why we have taken significant steps during the past couple of years to increase our own awareness of our negative, and positive, climate impact.

During 2023, we have not identified any material cases of non-compliance with environmental laws and regulations, but it did come to our attention that we have extended producer responsibilities that we need to address during 2024. When it comes to educating our employees about the environmental impact of the company, we have improvements to make. Even though internal training on sustainability is available to all, we have yet to make it a mandatory part of training and few employees have taken part in it. Thus, we must reconsider how the training is done. In 2024, we want to improve and ensure that all employees receive yearly training on the topic.

We have continued to calculate our carbon footprint and handprint with an external partner, UseLess Oy. The footprint calculations for 2023 include all existing Virta subsidiaries – Liikennevirta Oy (Finland), Virta International GmbH (Germany), Virta Nordic AB (Sweden), Virta SARL (France), Virta Ltd (UK), Virta Ltd Pte (Singapore) and Virta Eastern Europe S.R.L. (Romania). The Carbon Footprint report provided by UseLess



We want to ensure that our business is as sustainable as possible, not only from an environmental standpoint but also looking at social and governance factors.

Oy gives us valuable insight into our Scope 1, 2 and 3 emissions and how they have changed since we started the calculations in 2021. A summary of these results can be found in the next section. The methodology for the handprint calculations is presented in section 5 b.



A. GREENHOUSE GAS EMISSIONS

Since 2021, Virta has been calculating scope 1-3 emissions together with an external company called UseLess Oy. In this report, we present the results for 2023, and compare them to the previous year. All results presented are calculated using [emission factors by International Energy Agency](#) (IEA (2023)).

While the software industry typically is not associated with significant pollution, we believe it is essential to understand our company's impact. With increasing pressures from investors, customers, and evolving regulations affecting Virta and its stakeholders, compliance and meeting expectations are paramount. It is also important to understand that e.g., data storage and usage can have a significant impact on company emissions.

A summary of our carbon emissions for scopes 1-3 can be seen in table 2 and 3. Scope 1 refers to the direct emissions from owned or controlled assets. Scope 2 refers to indirect emissions from purchased energy. Scope 3 emissions are any indirect emissions from assets not owned or controlled by Virta, but which we indirectly impact through our value chain. For an in-depth view of the data, including an explanation of the terms, the assumptions made, and categories included, please refer to the complete [climate impact report of 2023](#)

Virta's own operations		2023
Direct Scope 1		tCO₂e
Company vehicles		0
Company facilities		0
Indirect Scope 2		tCO₂e
Electricity (market-based)		0
Electricity (location-based)		6
District heating and cooling		10
Total Scope 1 and 2 (market-based)		10.4
Total Scope 1 and 2 (location-based)		15.9

Table 2: Emissions from Virta's own operations in 2023



Virta's value chain		2023
Upstream Scope 3		tCO₂e
Purchased goods and services		1738
Capital goods		0
Fuel and energy related activities		13
Upstream transportation and distribution		46
Waste generated in operations		0
Business travel		244
Employee commuting		22
Upstream leased assets		2
Downstream Scope 3		tCO₂e
Downstream transportation		-
Processing of sold products		-
Use of sold products		31,372
End-of-life treatment of sold products		0.5
Downstream leased assets		-
Franchises		-
Investments		-
In total Scope 3		33,436.7

Table 3: Emissions from Virta's value chain in 2023

Our total emissions in 2023, including all scopes, amounted to 33,447.1 tCO₂e. Since 2022, our absolute emissions have increased by 70%. The changes from 2022 to 2023 can be explained by several factors – an overall growth in our business, an increase in business travel, better access to primary values in the carbon calculations, as well as more comprehensive data available for commuting and purchased energy and electricity. For example, in 2023, the total charged energy in Virta's system grew by 78% and the number of chargers connected to our system grew by 65%. The changes in emissions by scope and category can be viewed in table 4.



Scope		2022 (tCO ₂ e)	2023 (tCO ₂ e)	Change (tCO ₂ e)	Change %
Scope 1	1.1 Company facilities	0.0	0.0	0.0	-
	1.2 Company vehicles	4.1	0.0	-4.1	-100%
Scope 2	2.1 Purchased electricity (market-based)	2.3	0.0	-2.3	-100%
	2.2 Purchased steam	0.0	0.0	0.0	-
	2.3 Purchased heating energy	7.5	10.2	2.7	-35%
	2.4 Purchased cooling energy	0.0	0.2	0.2	n/a
Scope 3 Upstream	3.1 Purchased goods and services	1865.3	1737.7	-127.6	-7%
	3.2 Capital goods	0.0	0.0	0.0	-
	3.3 Fuel and energy related activities	38.9	12.6	-26.3	-68%
	3.4 Upstream transportation and distribution	9.0	46.1	37.1	412%
	3.5 Waste generated in operations	0.1	0.1	0.0	5%
	3.6 Business travel	132.9	244.0	111.1	84%
	3.7 Employee commuting	19.1	21.5	2.4	13%
	3.8 Upstream leased assets	1.2	2.4	1.2	97%
Scope 3 Downstream	3.9 Downstream transportation	0.0	0.0	0.0	-
	3.10 Processing of sold products	0.0	0.0	0.0	-
	3.11 Use of sold products	17,630.2	31,371.9	13,741.7	78%
	3.12 End-of-life treatment of sold products	0.4	0.5	0.1	25%
	3.13 Downstream leased assets	0.0	0.0	0.0	-
	3.14 Franchises	0.0	0.0	0.0	-
	3.15 Investments	0.0	0.0	0.0	-
		19,711	33,447	13,736	70%

Table 4: Changes in emissions per scope





Some significant changes between 2022 and 2023 can be seen in the following categories:

- 1.1** Company vehicles (-100%) - We switched all company vehicles to fully electric, eliminating the last direct emissions from company vehicles
- 2.1** Purchased electricity (-100%) - we purchased guarantees of origin for all office locations not on renewable energy, eliminating all emissions from this category
- 3.3** Fuel and energy related activities (-68%) - we switched to fully electric company vehicles, lowering the emissions from this category
- 3.4** Upstream transportation and distribution (+412%) - due to heavier chargers and charger foundations being transported
- 3.6** Business travel (+84%) - due to the increase in business operations and in the number of employees (especially outside of HQ)
- 3.11** Use of sold products (+78%) - because of our growing network and the energy charged through our chargers

As the business continues to grow significantly, we cannot expect our absolute emissions to decline in the coming years. However, even during significant growth, we can keep an eye on our carbon intensity. During the last two years, the relative emissions of Virta, in kgCO₂e per euro of revenue, have decreased. The carbon intensity in 2022 was 0.50 kgCO₂e/€ and it decreased to 0.43 kgCO₂e/€ in 2023, continuing the trend of the year before. Per full-time employee (FTE, counted with the average number of employees over the year), the emissions have risen by 35%, from 116.6 tCO₂e per FTE to 157.8 tCO₂e per employee. We have presented our carbon intensity per full-time employee (FTE) and per million euros of revenue in table 5, and the yearly changes since 2021 in table 5 and 6.

Based on the data, the primary indirect negative impact (Scope 3) in 2023 stems from the Use of Sold Products, referring to the emissions of the energy used in charging stations connected to our network. These emissions amounted to 31,371.9 tCO₂e, 93.8% of our carbon footprint. Overall, 99.9% of our negative impact derives from indirect, scope 3, emissions. Other significant sources of emissions are Purchased Goods and Services, meaning charging stations, IT equipment and data centres, as well as Business Travel. Purchased Goods and Services make up 5.2 % (1738 tCO₂e) of our emissions, whereas Business Travel makes up 0.7% (244 tCO₂e) of our emissions.



	2022	2023
Estimated total direct emissions (Scope 1), tCO ₂ e	4.1	0.0
Estimated total indirect emissions: location-based (Scope 2), tCO ₂ e	13.8	15.9
Estimated total indirect emissions: market-based (Scope 2), tCO ₂ e	9.8	10.4
Estimated indirect emissions (Scope 3) tCO ₂ e	19,697.0	33,436.7
Total GHG emissions (location-based)	19,714.9	33,452.6
Total GHG emissions (market-based)	19,711.0	33,447.1
Full-time employees (yearly average) included in the GHG reporting scope	169	212
Scope 1 emissions per FTE (tCO ₂ e)	0.02	0.00
Scope 2 emissions per FTE, market-based (tCO ₂ e)	0.06	0.05
Scope 3 emissions per FTE (tCO ₂ e)	116.55	157.7
Total emissions per FTE, market-based (tCO₂e)	116.63	157.8
Revenue (M€)	391	78.2
Scope 1 emissions per M€ of revenue (tCO ₂ e)	0.10	0.0
Scope 2 emissions per M€ of revenue, market-based (tCO ₂ e)	0.25	0.13
Scope 3 emissions per M€ of revenue (tCO ₂ e)	503.8	427.6
Total emissions per M€ of revenue, market-based (tCO₂e)	504.12	427.7

Table 5: Emission comparison 2023 vs 2022

	2021	2022	2023
Total GHG emissions (market-based)	9,965.4	19,711.0	33,447.1
Change %	n/a	97.8%	69.7%
Total emissions per FTE, market-based (tCO ₂ e)	84.45	116.63	157.8
Change %	n/a	38.1%	35.3%
Total emissions per M€ of revenue, market-based (tCO ₂ e)	541.60	504.12	427.7
Change %	n/a	-6.9%	-15.2%

Table 6: Yearly changes in absolute emissions and carbon intensity

Knowing where most of our emissions derive from allows us to better understand where we can make a significant impact. Our learnings from our carbon calculations are applied when we update the company's sustainability strategy and KPIs, to ensure that our sustainability efforts are focused on the right areas, where the impact can be the largest.

Last year, to reduce our Scope 2 emissions, we decided to consider the availability of renewable energy and electricity as a criterion when looking for new offices. This was applied when we switched locations in Romania and the UK. In some cases, such as for our HQ in Helsinki, we know that the city of Helsinki is moving toward renewable energy within the next couple of years. This will further improve our carbon footprint from scope 2.





B. VIRTA'S ENVIRONMENTAL HANDPRINT

We have calculated our environmental handprint since 2022, to gain further insight into our impact as a business. [The primary methodology](#) employed in the calculations was developed jointly by the Technical Research Centre of Finland (VTT) and LUT University. The calculations themselves were conducted by the company UseLess Oy.

A carbon handprint represents the positive climate impacts of a product, service, project, or company. A carbon footprint refers to the negative climate impacts caused throughout the lifecycle of a product or service and is equal to absolute emissions. The size of the handprint varies depending on the context and refers to a difference between two solutions. The handprint is calculated by comparing the footprint of a baseline with the offered solution when in use.

The aim of the calculations is to demonstrate the CO₂ emissions avoided when an electric vehicle powered by Virta's solution is used, as opposed to an internal combustion engine vehicle. The system boundary of the study is shown in the figure below. Roads and vehicle infrastructure, except those linked to fuel support facilities, were not studied due to their universal use among all passenger vehicles, resulting in no distinct differences for direct comparison. Also, the end-of-life treatment of passenger cars and charging stations and fuel stations was left out from the study.

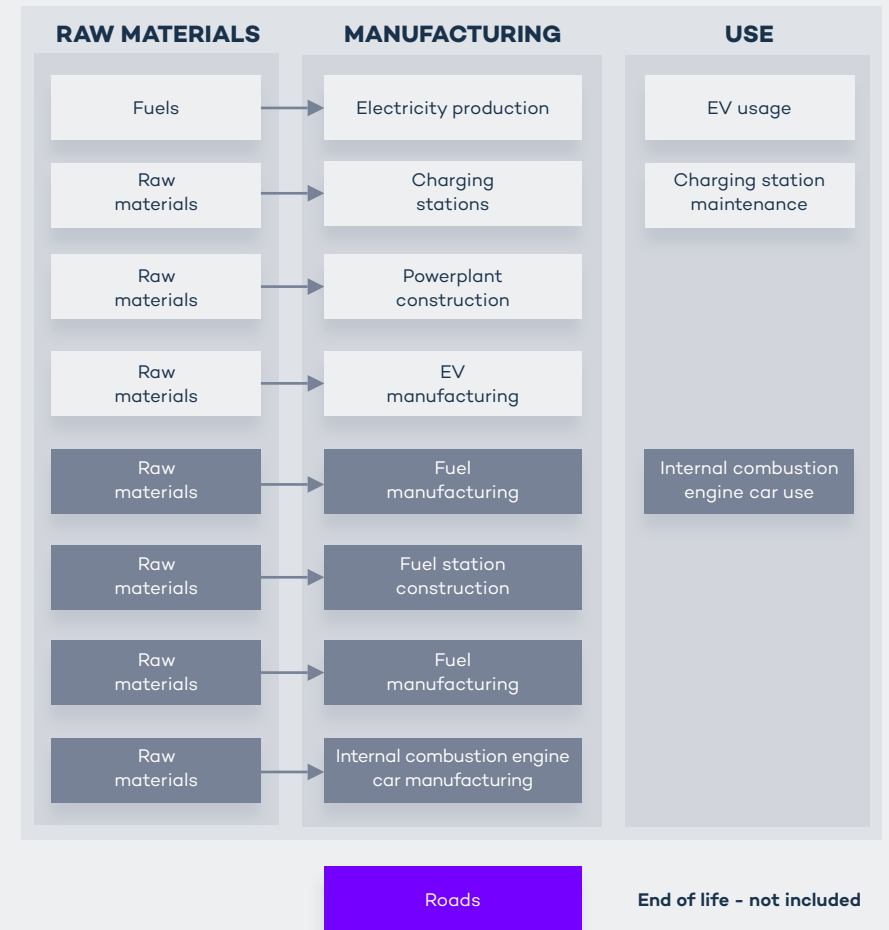


Figure 2: The System Boundary of the handprint calculations





Fairness is a crucial consideration in the handprint study. The study was designed to communicate the positive climate impact of Virta’s solution, while also considering the broader value chain and partners involved in enabling a climate positive product. . All the main assumptions regarding the system boundary and the emission factors used for both the baseline solution and Virta’s solution were done so that they treat both cases equally. When assumptions were needed to produce average estimates, the estimates were conservative towards Virta’s solution. The data used to conduct the studies was collected from us, Virta (primary data) and literature and national statistics (secondary data). The emission factors for electricity generation used in the study were from the IEA (2023) database. For an in-depth view of data collection and the methodology, please [view the 2023 study by UseLess Oy](#).

The carbon handprint of Virta is assumed to be created due to electric vehicles (EVs) replacing internal combustion engine cars (ICEs). The logic of the carbon handprint calculation of Virta is the following:

$$\text{Carbon handprint} = \text{Carbon footprint}_{\text{baseline}} - \text{Carbon footprint}_{\text{Virta solution}}$$

And for the carbon footprint of both the baseline and Virta’s solution, it is the following:

$$\text{Carbon footprint}_{\text{baseline}} = \text{Vehicle manufacturing}_{\text{Petrol car}} + \text{Infrastructure}_{\text{Fuel station}} + \text{Fuel manufacturing} + \text{Fuel use}$$

$$\text{Carbon footprint}_{\text{Virta's solution}} = \text{Vehicle manufacturing}_{\text{EV}} + \text{Infrastructure}_{\text{Charger}} + \text{Electricity production}$$

Based on this model, the total annual carbon handprint of Virta for 2023 is 163,674 tCO₂e. The driver for carbon handprint growth at Virta is the growth of the company’s business in markets where the carbon footprint of Virta’s solution is lower than the carbon footprint of the market average (=baseline). In other words, as our business grows, our positive climate impact grows with it. The change in carbon handprint over the past years can be seen in table 7.

	2021	2022	2023
Carbon handprint (tCO ₂ e)	60,499	103,833	163,674
Change %	n/a	71.5%	57.6%

Table 7: Annual change in carbon handprint between 2021 and 2023





Carbon Trading

In recent years, we have seen that many countries are struggling to lower emissions in the transport sector on the scale and in the time required. It is important that the electrification of the transport system is accompanied by increasing adoption of renewable energy in the electricity sector. The EU has recognised the importance of further boosting the share of renewables and transitioning to e-mobility and has implemented important measures to help member states achieve these targets, for example with the updated Renewable Energy Directive (RED) III. The directive includes the need for all EU member states to implement credit mechanisms (at least for public charging), through which charge point operators can monetise their positive climate impact, achieved by their EV charging infrastructure, thereby earning additional revenue and increasing profitability. This shall further boost the business case of EV charging operations and lead to faster and greater e-mobility adoption.

Through Virta, charge point operators for example in Germany can take advantage of this opportunity already since early 2022, as Germany was one of the few countries implementing

such a credit mechanism earlier based on RED II. The emission reductions as part of such a credit mechanism are validated by a governmental body and sold to fossil fuel suppliers in the transport system who are required to reduce their emissions by law.

In the absence of such credit mechanisms for certain countries, Virta will also engage in a carbon credit project starting in 2024, that would allow certain charge point owners to apply the same principle and monetise their positive climate impact in the voluntary carbon market (VCM). The emission reductions are verified by an authorised verification body, issued by a VCM registry, and sold to entities that want to reduce their emissions or provide climate contributions by procuring carbon credits.

We currently do not know how carbon trading will impact the company's carbon footprint and handprint. We will provide transparent updates once we have more information on the appropriate procedures.



C. SUSTAINABLE CHARGING AND ENERGY

Transitioning both the transportation and energy sectors to electricity is essential in combating climate change and achieving a zero-emission world. Ideally, all electric vehicle charging would rely on energy sourced from 100% carbon-free sources, since an EV charged with renewable energy creates [5 times less emissions than a traditional ICE car](#). This does not reflect the current market reality, but it is a goal our company is actively pursuing. However, Virta engages in additional activities that have a positive climate effect, such as [Demand Response](#) (DR). For example, with automated demand response for electric vehicle charging power in Finland, [Virta is supporting the stability of the Finnish electricity system](#) while bringing in a [new form of flexible reserve](#). From an environmental perspective, using an aggregation of electric vehicles for demand response purposes is especially useful in countries where it can replace fossil fuel-dependent capacity reserves.

Through our carbon footprint calculation, we have been able to gain insight into the climate impact of the EV charging that takes place in Virta's system. We have achieved this through Scope 3 carbon analysis, performed by the company UseLess

Oy. The analysis revealed that the emissions stemming from the energy charged within our system represent the largest source of carbon emissions for our company. In 2021, 96.7% of our carbon impact came from the energy charged, in 2022, 89.4%, and last year, in 2023, it was 93.8%. This amounts to 10,970 tCO₂e, 17,630 tCO₂e and 31,371.9 tCO₂e, respectively.

The challenge surrounding our Scope 3 emissions is that we as a company currently have a very slight possibility of reducing these emissions. We do not choose the type of energy used in the chargers connected to the Virta system, our B2B customers do. Furthermore, we currently do not have enough insight into the type of energy used. Therefore, the focus area last year when it comes to sustainable charging and energy, was to increase transparency around the type of energy used by our customers. We launched a new tool in 2023 in our system for B2B customers to mark the energy used in their chargers, which is a step in the right direction. We also provide the Virta Origin-service to customers as a tool to help them to switch to more sustainable energy procurement.



6

DIVERSITY & EMPLOYEE WELLBEING

Creating a diverse workforce where employees can thrive is essential for the success of any company, and we are no different. To achieve our growth goals, we need to operate at peak performance, which necessitates the well-being and happiness of all team members. In this part of the report, we share how we have worked with diversity, health & safety and employee satisfaction and development during 2023.

A. DIVERSITY

In a [report on diversity](#) by McKinsey, it was shown that diverse companies are 35% more likely to deliver above-average profit margins and more long-term value creation. Several other studies have shown that diversity in the workplace allows higher morale and a stronger company culture, a broader range of perspectives, better investment outcomes, better innovation, a larger potential pool of talent to recruit from, and several other benefits.





At Virta, we take pride in our diverse and multicultural workforce, which brings a range of perspectives to the table and contributes to shaping our company culture. Nevertheless, there is always room for improvement in fostering diversity across all levels of our organisation.

Diversity stands as a cornerstone of our success. It brings a range of perspectives, bolsters the organisation's reputation, diminishes discrimination and bias, boosts employee engagement and retention, and elevates decision-making and problem-solving abilities. Embracing diversity and fostering inclusive environments pave the way for a more vibrant, innovative, and thriving workplace at Virta.

Gender balance

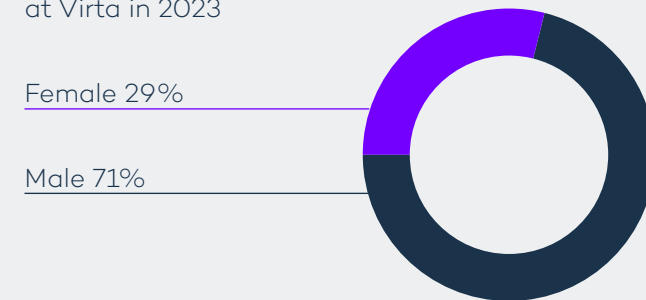
In the IT sector, achieving gender balance is a common challenge, as the sector is male dominated. At Virta, our hiring team recognises this issue and takes it into account when bringing in new talent. We also provide training to our recruiters and hiring managers to address any unconscious biases during interviews. Virta's gender balance as of the end of 2023 is presented in the figure on the right:



By embracing diversity and creating inclusive environments, Virta can create a more dynamic, innovative, and successful workplace.

Figure 3:

The gender balance at Virta in 2023





We acknowledge that not everyone identifies strictly as male or female. Therefore, we strive to use inclusive language in both recruitment and internal documents. Additionally, employees can choose how they identify themselves in the Human Resource Management System, and their choices are respected and valued.

At Virta, our goal is not only to cultivate a diverse workforce but also to ensure that diversity is represented across all levels of the company. We are committed to compensating and rewarding all employees equitably. Examining gender distribution across various levels reveals areas where we still need to make improvements.

The gender balance of the Executive Leadership Team and the Board of Directors is demonstrated in the figures on the right:

Figure 4:

The gender balance in Virta's Executive Leadership Team in 2023

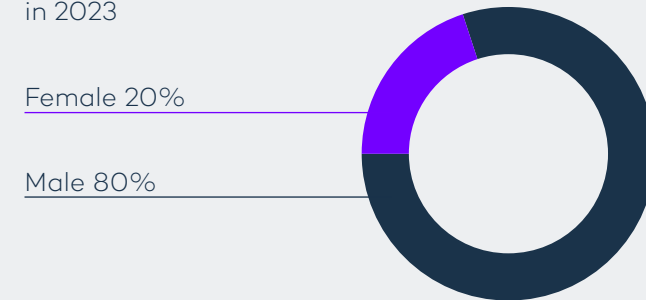
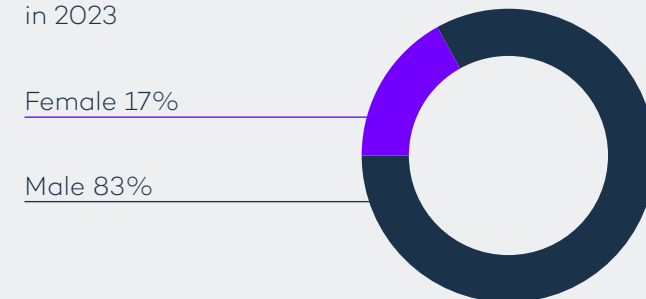


Figure 5:

The gender balance in Virta's Board of Directors in 2023





THE GENDER PAY GAP

In line with the EU's Directive on pay transparency, which will be in force by June 2024, and with member states having three years to transpose it into national law, we want to put more emphasis on transparency and closing the gender pay gap. Under this directive, EU companies are required to share information on salaries and act if the gender pay gap exceeds 5%. [The average gender pay gap](#) is around 13% in the EU and the impact grows larger as people move into retirement, with the pension pay gap being around 30% in the EU. According to the [World Economic Forum's Global Gender Pay Gap Report 2023](#), the year in which the gender gap is expected to close is 2154, with progress being very slow.

Diverse roles within an organisation encompass a spectrum of responsibilities, skill sets, and demands. While some positions necessitate specialised expertise, extensive experience, and significant

responsibility, others may be more entry-level or require less specialised knowledge. It is imperative to consider these nuances when analysing pay gaps.

The current method of calculating Virta's gender pay gap in 2023, which entails averaging all employee compensations (excluding the CEO), resulting in a pay gap of 19.6%, fails to adequately consider these varying factors. In 2023, the median annual salary for female employees was €61,506, while male employees earned a median of €73,256.

To address this discrepancy and align with the EU Directive on reporting, we are committed to refining our calculations to reflect the diverse levels of responsibility inherent in different roles. By doing so, we aim to obtain a more accurate depiction of the pay gap and take proactive measures to rectify any disparities as necessary.



Age distribution and nationalities

The vast majority (81%) of Virta's employees are between the ages of 25 and 44. The age distribution at Virta in large, in the Executive Leadership Team and in the Board of Directors can be seen in figures 6, 7 and 8.

Diversity is not limited to gender and age, but also includes gender identity, religion, sexuality, cultural background, skills, educational background, and personality. We believe that a diverse workforce across all these aspects is a strength. Currently, due to legal reasons, there are certain diversity metrics that we do not track or report on. However, we do monitor the number of nationalities represented among Virta's employees.

Figure 6.

The age distribution at Virta in 2023

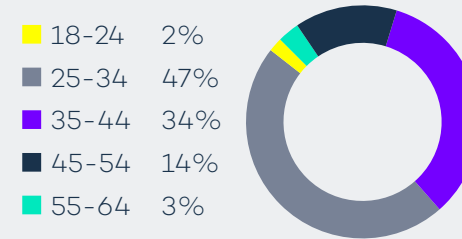


Figure 7.

The age distribution in Virta's Executive Leadership Team in 2023

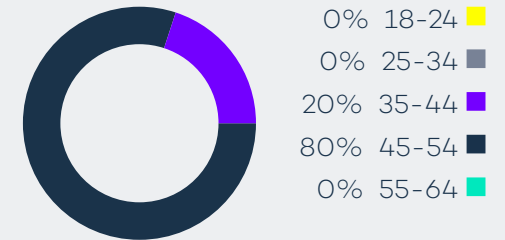
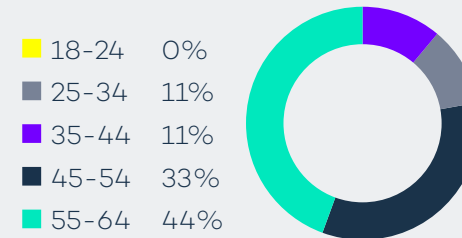


Figure 8.

The age distribution in Virta's Board of Directors in 2023





Looking at the nationalities represented among Virta’s staff, employees come from a wide range of countries (Figure 9). The largest group represented are Finns, at 42.9%, explained partially by the fact that the company’s HQ is in Helsinki, Finland. This percentage went down from 48.0% in 2022, showing that we have hired more people of other nationalities in 2023. At the end of 2023, we had people of 33 different nationalities working for Virta. As with gender balance, ideally, we want to see a diverse representation of nationalities across all levels of the company (Figure 10 & 11). However, as with gender balance, we recognise the need for improvement in this area.

Figure 10.
The nationality distribution in Virta’s Executive Leadership Team in 2023

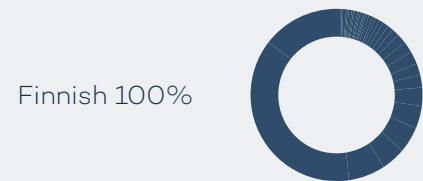


Figure 11.
The nationality distribution in Virta’s Board of Directors in 2023

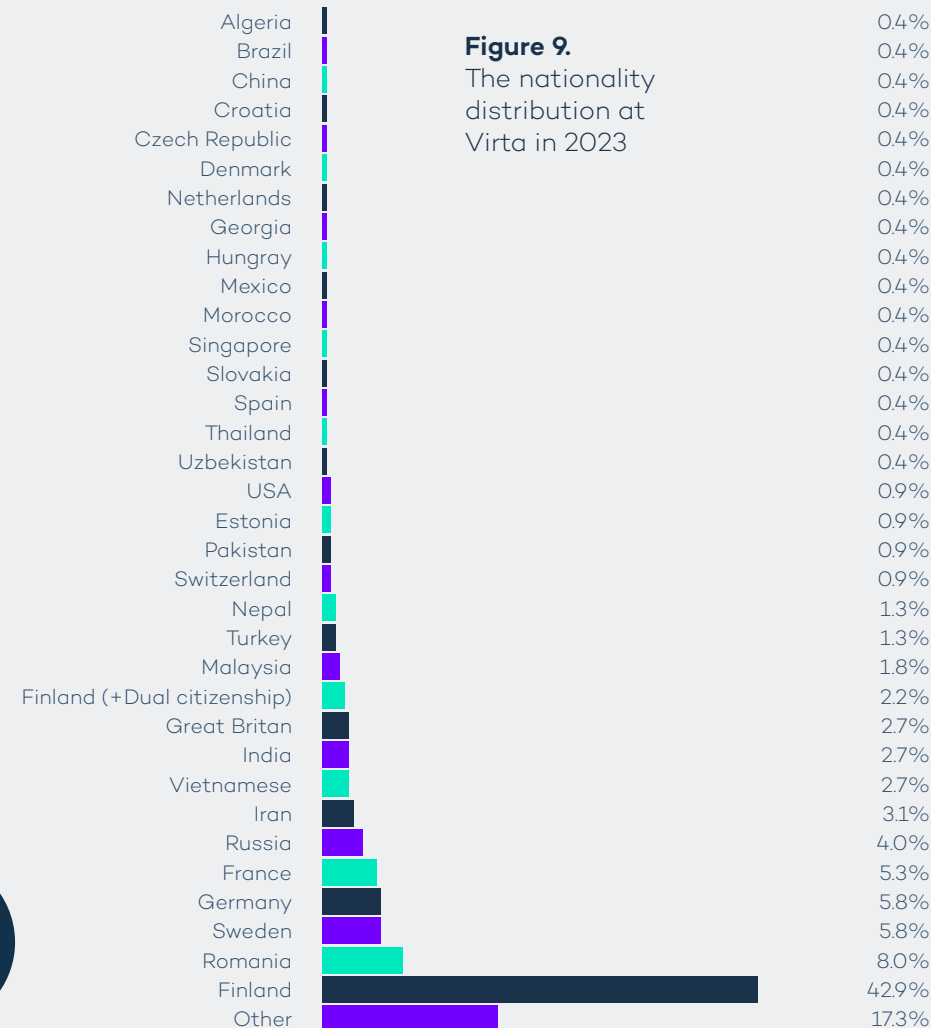
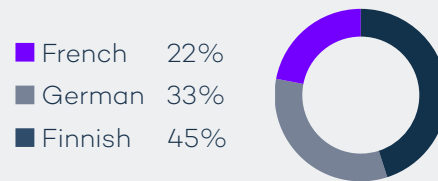


Figure 9.
The nationality distribution at Virta in 2023





B. HEALTH & SAFETY

Virta adheres to relevant health and safety regulations and aims for ongoing improvement of policies and procedures in this area. Employees must abide by all applicable health and safety laws, regulations, policies, and procedures and consistently apply safe work practices across all locations.

We offer diverse healthcare services to our employees, tailored to meet the needs and standards of various countries. The services cover both physical and mental health, and all employees are covered by these services. We also provide additional benefits aimed at promoting both physical and mental wellbeing. During the last few years, we have offered the mental well-being service “Auntie” to all employees, and it has been very well-received, with an average rating of 8.9/10, and a 100% recommendation rate to colleagues. Our employees who used the service experienced a 39.4% improvement in their wellbeing, a 25.7% decrease in stress levels and a 16.5% increase in work efficiency. The company has an Occupational Health and Safety committee tasked with ongoing monitoring and improvement of employee safety and health.

We track employee health and safety through two main metrics: the number of work-related injuries per year, and the number of cases of whistleblowing or reported cases of discrimination or





other misconduct. In 2023, we recorded a single work-related injury. This case involved a minor strain injury associated with workplace commuting. The individual received support from our occupational health care services, and the injury did not lead to any missed working days.

In 2023, we encountered one case of whistleblowing on perceived misconduct within our organisation. This incident underwent a thorough investigation. While the outcome revealed no evidence of any breach of our company's code of conduct or policies, nor any infringement of laws, it was observed that the method of expressing dissatisfaction lacked consideration and tact. In response, appropriate action was taken to reinforce the importance of respectful communication, emphasising the necessity of expressing emotions and conveying disappointments in a respectful manner across all situations. This served as a reminder to uphold our commitment to fostering an environment of mutual respect and professionalism within our workplace.

Our whistleblowing system stands as an accessible and anonymous resource for all members of our organisation. Should a case of discrimination be reported, we have established policies and procedures in place to swiftly address the issue, aiming to prevent any further harm or recurrence of discrimination.

Cases reported through our whistleblowing channel are carefully investigated by a designated team comprising of the VP of People, Culture & Sustainability, an occupational health and safety representative, the Chief Legal Officer (CLO), and the Chief Financial Officer (CFO), depending on the nature of the reported matter.

Our whistleblowing platform facilitates communication with the individual making the report, enabling us to request additional information as necessary. This open dialogue ensures that the company gains a comprehensive understanding of the situation, enabling us to devise the most effective course of action. Following a thorough investigation, tailored actions are implemented, addressing the specifics of each case to ensure appropriate resolution and uphold our commitment to fostering a safe and inclusive workplace.

To monitor the health and wellbeing of our employees, we employ internal employee satisfaction surveys. Every quarter, we distribute either a concise pulse survey or a more comprehensive questionnaire, providing all employees with the opportunity to anonymously share feedback with the company. The comprehensive findings from our two annual company-wide surveys are shared with all employees for transparency and awareness. Our People & Culture team, along with team



managers, analyse the responses for key insights. Additionally, any major findings or concerns are discussed within the executive management team. Following this thorough review process, actionable steps are initiated to target areas flagged for improvement, ultimately aiming at an enhanced well-being of our workforce.

C. EMPLOYEE SATISFACTION, ENGAGEMENT AND DEVELOPMENT

Ensuring employee health and safety is essential, but we also aim for satisfaction, engagement, and opportunities for growth within the company. We have various strategies in place to support these objectives.

In 2023, the two KPIs concerning employee satisfaction & engagement was to keep Virta's eNPS (employee net promoter score) in line with 2022's results and to ensure that 100% of employees had the opportunity to take part in development discussions to share their aspirations on career development and discuss opportunities with their managers.

eNPS can be a useful metric for organisations to measure employee satisfaction, but it presents some challenges that must be considered. The scope of eNPS is limited, and only measures





employee satisfaction to an extent. Also, it requires additional feedback options for HR to understand the score given. It is also very important to act based on the results. These are factors that have been considered when Virta has been measuring the company eNPS throughout the years. We have also concentrated on looking at the development of Virta's eNPS since we understand the limitations of comparability to other companies.

Regarding our eNPS, we started the year with a score of 31 points, yet concluded the year with 17 points, regrettably falling short of our annual target. While there are likely multifaceted factors contributing to this decline, upon reviewing the feedback, it is apparent that challenges stem from our rapid growth trajectory. As our company continues to scale, certain employees have faced heightened workloads and responsibilities, impacting their satisfaction levels. Moreover, the swift expansion of operations has strained our existing systems and processes, leading to bottlenecks and inefficiencies.

To address these concerns, we are actively pursuing initiatives aimed at improving efficiency, communication, and collaboration within our organisation. Through strategic changes, we aim to streamline decision-making processes, foster improved communication channels, and promote greater teamwork and

cooperation across teams. By addressing these underlying challenges, we are committed to improving our workplace environment and ultimately our eNPS score.

An important part of employee development and engagement is our regular performance and career development reviews. They are important for both employers and employees. Performance reviews enable the employer to understand the employee's aspirations while empowering the employee to actively shape their career within the company. In 2023, 95% of Virta's employees took part in development discussions.

The OKR (Objectives & Key Results) framework was initiated at Virta in 2023 and the implementation has been taken forward within the organisation. Overall, OKRs are great for implementing company strategy because they provide a structured framework for aligning goals with strategic objectives, focusing on measurable results, adapting to changing priorities, fostering transparency and accountability, and driving continuous improvement. The performance of the company is followed-up by using an OKR tool that makes the goals and performance assessment transparent throughout the organisation.



7 BUSINESS ETHICS & SUSTAINABLE PROCUREMENT

A crucial part of sustainable business practices is conducting business ethically and ensuring sustainable procurement of products and services. For us, this means following laws and regulations, safeguarding the privacy of our customers, a strong focus on data- and cybersecurity, working against corruption and bribery, and assuring that our supply chain is ethical and sustainable.

Business ethics, data- & cybersecurity and customer privacy

In 2023, we had zero instances of non-compliance with laws and regulations. There were no reported cases of bribery or corruption. During the year, we had one case of whistleblowing related to internal misconduct, mentioned previously in the health & safety chapter of this report.

99% of Virta's employees have read and signed the Code of Conduct.





Looking at privacy, we can report that we had no breaches of customer privacy in 2023. Also, there were no leaks, thefts or losses of customer data.

To our knowledge, there have been no cybersecurity incidents categorised as significant in 2023. In 2024, the company will implement new tools to enhance cybersecurity measures, integrating cybersecurity into all relevant company processes as part of routine operations.

An internal goal related to privacy and security is that all Virta employees have taken part in an internal GDPR training. As of the last day of 2023, 98.7% of employees had completed the training.

Table 8: Incidents and measures taken in 2023

Area	Incidents in 2023	Measures taken
Compliance with laws and regulations	No cases of non-compliance	No measures needed
Whistleblowing	1 case of whistleblowing, related to misconduct	Investigation and conclusion with proper action on the case
Customer privacy and data security	No breaches, leaks, thefts or losses of data	No measures needed
Cyber security	No cyber security incidents	No measures needed



Sustainable procurement

Transparency of the supply chain, sustainable procurement and human rights are more relevant than ever, and one area we have increased efforts in during the past year. Even though human rights and modern slavery are not material topics for Virta per se, we see them as salient topics due to the legislative demands, overall trends in the industry, and the fact that it is a question about human lives.

To address these issues in our business, we are increasing our demands on our suppliers and the transparency of our supply chain. In 2022, we updated our [Supplier Code of Conduct](#) and we have since applied it to all our tier one hardware suppliers. We also require hardware suppliers to do an EcoVadis assessment, giving us insight into how they work with environmental, ethical, labour & human rights and procurement aspects of sustainability. 100% of our tier one hardware suppliers have an active EcoVadis scorecard. No rated suppliers have been identified to have a significant negative impact, and therefore no measures have been taken towards suppliers after the EcoVadis assessment results. Our goal going forward is to increase the number of suppliers who have signed the Supplier Code of Conduct and who have gained an EcoVadis scorecard, outside the hardware supplier group, and to create a procurement policy for Virta.



Transparency of the supply chain, sustainable procurement and human rights are more relevant than ever, and areas where we have increased efforts during the past year.





8

ENSURING SUSTAINABLE BUSINESS PRACTICES

SUSTAINABLE GROWTH OF THE COMPANY AND RESILIENCE OF OUR BUSINESS MODEL

Given Virta's rapid growth in recent years (96.1% revenue growth in 2023), it has become essential to prioritise sustainability for long-term viability. To do this, we focus on hiring and keeping the best professionals, keeping the quality of our products and services high, and constantly improving how we work with sustainability throughout the company. Sustainable growth encompasses economic growth as well, and Virta has successfully maintained revenue growth of approximately 100% per year over the past five years. The past five years, Virta has been listed by The Financial Times on the FT1000-list, which lists the European companies that achieved the highest compound annual growth rate in revenue between 2019 and 2023.





To measure our sustainability, we utilise the EcoVadis scorecard as one of our metrics. In 2023, our objective was to enhance Virta's score from 66. We achieved this goal and attained a score of 68, earning us a silver medal and placing us in the 92nd percentile among all companies assessed by EcoVadis. Achieving rapid company growth alongside improvements in this score indicates to us that we are growing sustainably.

In 2023, we further improved sustainability documentation and transparency, by for example releasing our first sustainability report. We also started preparing internally for CSRD reporting and all that it entails.

To achieve sustainable growth, it is imperative to recruit and retain top talent. As of the end of 2023, Virta employed 226 individuals. During 2023, we recruited 67 employees, and 19 people resigned from the company. This amounts to a 14.9% turnover rate. The new employees were divided as follows by regions: 51% hired in Finland, 18% in Romania, 10 % in Sweden, 9% in Germany, 3% in Singapore, and then one new employee per country in France, Spain, Malaysia, Norway, Thailand and the United Kingdom. You can see the age division and gender balance of the new employees in figures 12 and 13. The gender balance of the new hires is not in line with the company's gender balance targets.

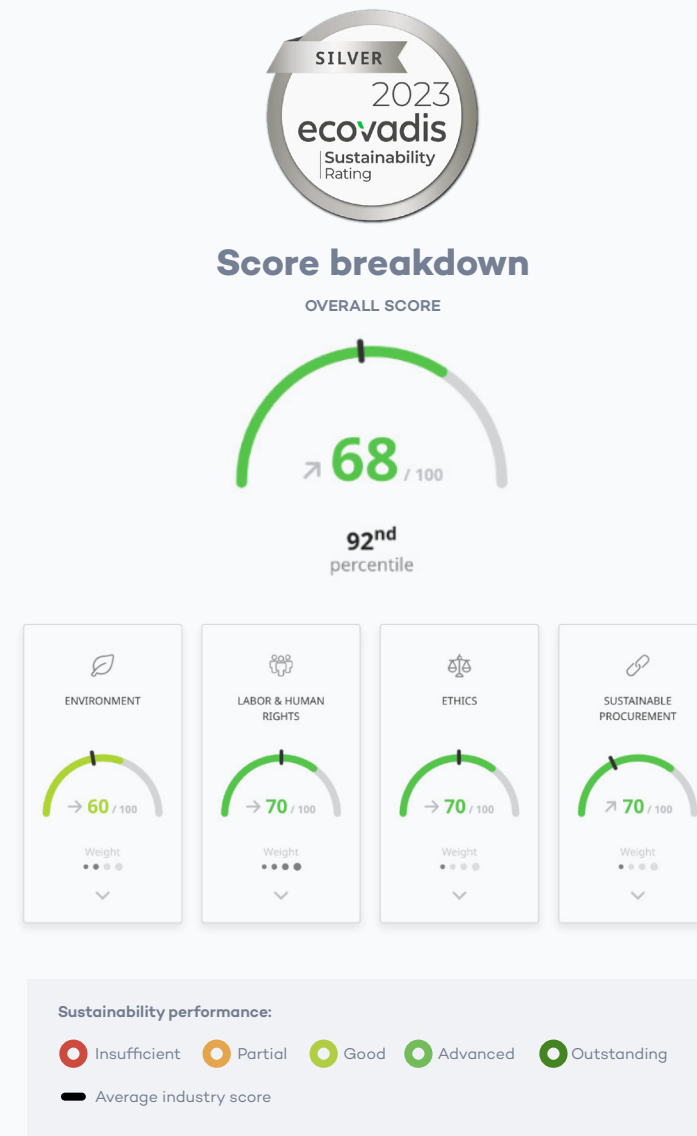


Image 1: Virta's EcoVadis Score in 2023



To retain talent, Virta wants to ensure the health, happiness, and satisfaction of its employees. We track this mostly through the answers in our internal questionnaires and through our Employee Net Promotion Score (eNPS), which by the end of 2023 was 17 points. The qualitative responses that we receive in our questionnaires are important for both HR and managers, and we always discuss the results on a team and company level. For more in-depth information about how these topics are tackled, see the section on diversity & employee wellbeing in this report.

Finally, satisfied customers are central to our success. For this reason, we actively track the satisfaction and customer service requests of both B2B and B2C customers. The answers we receive from our customers guide us and help us improve our products and services, to more efficiently serve our customers and develop our platform. Customer satisfaction is tracked through an ongoing effort supported by our customer care team. Our most important metric, CSAT, currently tracks 90% for B2B customers and 82% for B2C customers. While these numbers are satisfactory, we simultaneously see room for improvement.

Figure 12.

The age division of new employees hired during 2023

18-24	2%
25-34	47%
35-44	34%
45-54	14%
55-64	3%

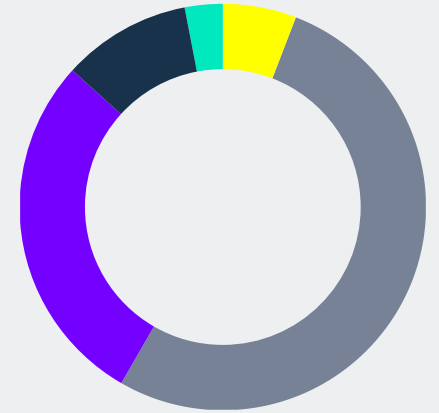
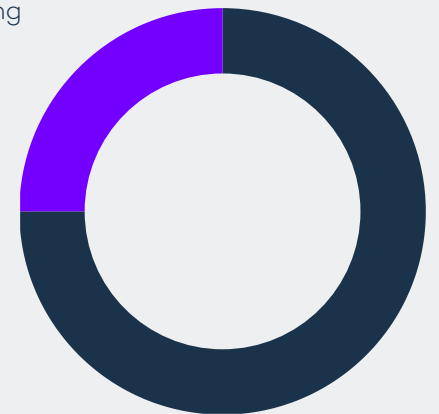


Figure 13.

The gender balance of new employees hired during 2023

Female	25%
Male	75%

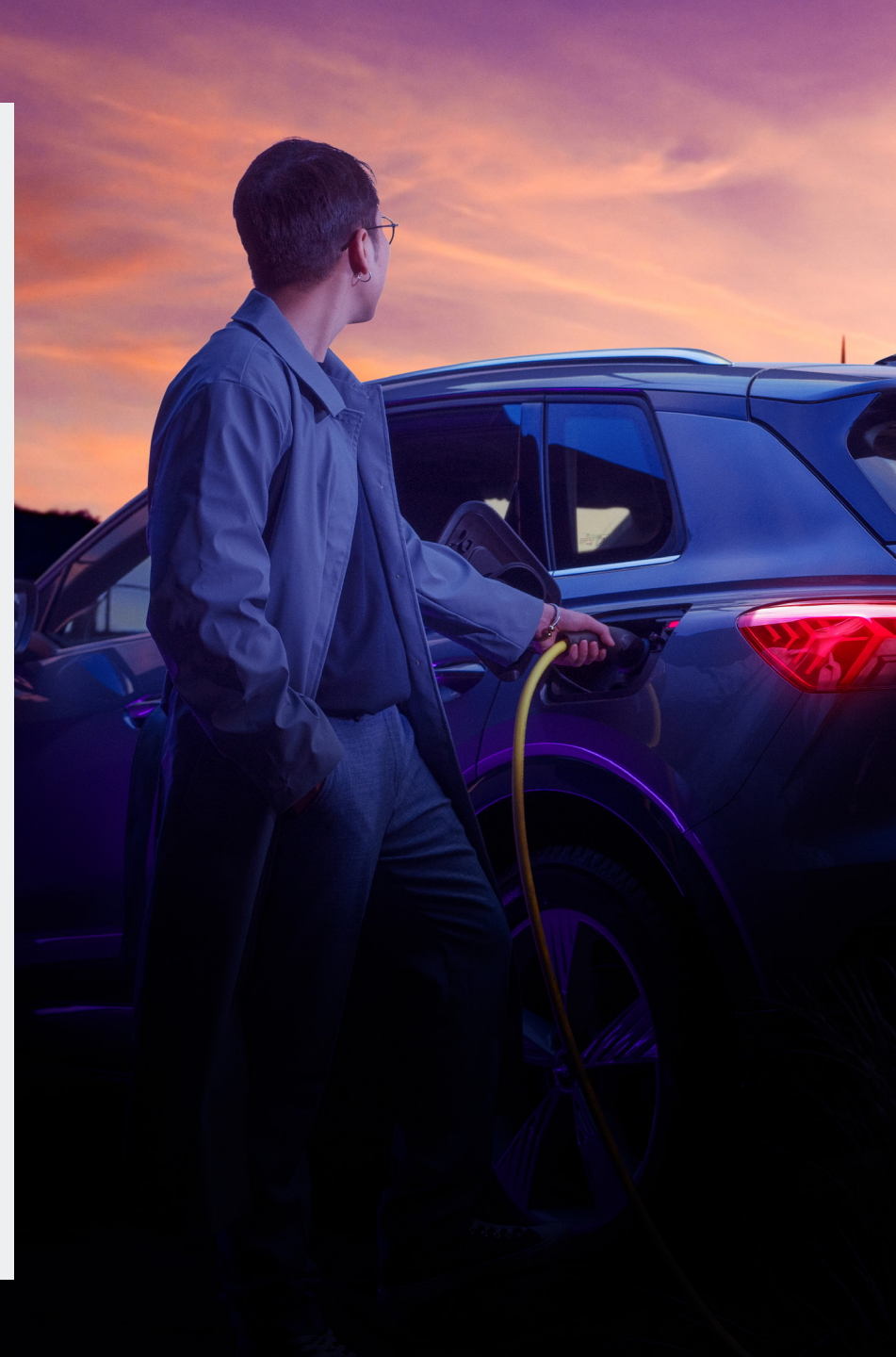




9 THE WAY FORWARD

With this report, we aim to provide a transparent view of the current state of sustainability at Virta. We hope that we have shown both our successes and challenges. We are only at the beginning of our long-term, global sustainability journey. The long-term goal of our sustainability work is to make sustainability a natural part of the day-to-day work of every Virta employee. By making sustainability a part of everything at Virta, from strategy to everyday, even mundane matters, we can become an industry leader in sustainability.

We often review our ESG efforts to improve our sustainability work in the long run. Therefore, we annually update our Sustainability Policy and the related KPIs, and in 2024, we will also evaluate the scope of our footprint calculations, to see that the scope still is relevant for our business today. Furthermore, we will perform a double-materiality analysis (DMA) which will replace the materiality analysis performed in 2021. The DMA will aid us in improving readiness for CSRD and guiding our daily sustainability work. As the company continues to mature





and develop, we also expect improved data availability and better internal processes. Both will affect future sustainability reporting.

Virta has yet to report according to the EU Taxonomy. The EU Taxonomy is a key EU instrument to direct funding to sustainable activities and help the EU achieve its climate and environmental goals. The objective of the taxonomy is to provide a uniform EU-wide classification system, to increase sustainability transparency and to counteract greenwashing. Virta continues to monitor the EU Taxonomy legislation and will assess both the company's eligibility and alignment with the taxonomy when the legislation is fully defined and implemented.

One thing we have yet to figure out is how to affect the emissions from the use of our products, meaning the emissions from the production of energy used in charging stations in our network. This is by far our largest source of emissions, but simultaneously one area where we have little to no say. During 2024, we will focus on getting better insight into the energy sources that our customers offer through the chargers connected to our system, allowing us a better foundation on which to make decisions.

When it comes to diversity, equity and inclusion, the company



The long-term goal of our sustainability work is to make sustainability a natural part of the day-to-day work of every Virta employee.

is taking significant steps in improving the data availability for analysing gender pay gaps. Acknowledging the diverse array of roles within the organisation, we aim to accurately calculate gender pay differentials in alignment with the EU Directive. This proactive approach enables us to implement measures that promote gender equality within our workplace. Training of the employees on the importance of DE&I will be continued.



GRI Index

Virta has reported the information cited in this GRI content index for the period 1.1.2023-31.12.2023 with reference to the GRI Standards.

GENERAL DISCLOSURES

GRI Standard	Disclosure	Location
GRI 2: General Disclosures 2021	Disclosure 2-1 Organisational details	Virta in Brief Our sustainability approach
GRI 2: General Disclosures 2021	Disclosure 2-2 Entities included in the organization's sustainability reporting	Our sustainability approach
GRI 2: General Disclosures 2021	Disclosure 2-3 Reporting period, frequency and contact point	Our sustainability approach
GRI 2: General Disclosures 2021	Disclosure 2-6 Activities, value chain and other business relationships	Virta in brief
GRI 2: General Disclosures 2021	Disclosure 2-7 Employees	Diversity
GRI 2: General Disclosures 2021	Disclosure 2-9 Governance structure and composition	Virta in brief How we work with sustainability
GRI 2: General Disclosures 2021	Disclosure 2-11 Chair of the highest governance body	The chair of the board is not a senior executive, but an independent member of the board.
GRI 2: General Disclosures 2021	Disclosure 2-12 Role of the highest governance body in overseeing the management of impacts	How we work with sustainability Governance structure
GRI 2: General Disclosures 2021	Disclosure 2-13 Delegation of responsibility for managing impacts	How we work with sustainability
GRI 2: General Disclosures 2021	Disclosure 2-14 Role of the highest governance body in sustainability reporting	How we work with sustainability
GRI 2: General Disclosures 2021	Disclosure 2-15 Conflicts of interest	Code of conduct (page 14)
GRI 2: General Disclosures 2021	Disclosure 2-16 Communication of critical concerns	How we work with sustainability Health and safety Business ethics & sustainable procurement





GRI Standard	Disclosure	Location
GRI 2: General Disclosures 2021	Disclosure 2-22 Statement on sustainable development strategy	Greetings from the CEO
GRI 2: General Disclosures 2021	Disclosure 2-23 Policy commitments	Sustainability Policy Code of Conduct Supplier Code of Conduct
GRI 2: General Disclosures 2021	Disclosure 2-24 Embedding policy commitments	Sustainability Policy Code of Conduct Supplier Code of Conduct
GRI 2: General Disclosures 2021	Disclosure 2-26 Mechanisms for seeking advice and raising concerns	Health and safety Business ethics & sustainable procurement Virta's Whistleblowing Tool Code of Conduct (page 9)
GRI 2: General Disclosures 2021	Disclosure 2-27 Compliance with laws and regulations	No instances of no-compliance in 2023. Virta's Environmental Footprint Business ethics & sustainable procurement
GRI 2: General Disclosures 2021	Disclosure 2-29 Approach to stakeholder engagement	Ensuring sustainable business practices Employee satisfaction, engagement and development How we work with sustainability Governance structure

MATERIAL TOPICS

GRI 3: Material Topics 2021	Disclosure 3-1 Process to determine material topics	Materiality
GRI 3: Material Topics 2021	Disclosure 3-2 List of material topics	Materiality
GRI 3: Material Topics 2021	Disclosure 3-3 Management of material topics	Materiality Virta's Environmental Footprint Sustainability Policy Code of Conduct



ECONOMIC

GRI Standard	Disclosure	Location
GRI 201: Economic Performance 2016	Disclosure GRI 201-2 Financial implications and other risks and opportunities due to climate change	Our sustainability approach

ENVIRONMENTAL

GRI 302: Energy 2016	Disclosure 302-1 Energy consumption within the organization	Greenhouse gas emissions Carbon Footprint report sections 2.2 and 3
GRI 302: Energy 2016	Disclosure 302-2 Energy consumption outside of the organization	Sustainable charging and energy Carbon Footprint Report sections 2.3, 3.2 and 3.3
GRI 305: Emissions 2016	Disclosure 305-1 Direct (Scope 1) GHG emissions	Greenhouse gas emissions Direct emissions - Scope 1 Carbon Footprint Report sections 2.1 and 3.1
GRI 305: Emissions 2016	Disclosure 305-2 Energy indirect (Scope 2) GHG emissions	Greenhouse gas emissions Indirect emissions – Scope 2 Carbon Footprint Report sections
GRI 305: Emissions 2016	Disclosure 305-3 Other indirect (Scope 3) GHG emissions	Greenhouse gas emissions Indirect emissions – scope 3 Carbon Footprint Report sections 2.3, 3.2, 3.3
GRI 307: Environmental compliance 2016	Disclosure 307-1 Non-compliance with environmental laws and regulations	Virta's Environmental Footprint
GRI 308: Supplier Environmental Assessment 2016	Disclosure 308-2 Negative environmental impacts in the supply chain and actions taken	Sustainable procurement





SOCIAL

GRI Standard	Disclosure	Location
GRI 401: Employment 2016	Disclosure 401-1 New employee hires and employee turnover	Ensuring sustainable business practices
GRI 403: Occupational Health and Safety 2018	Disclosure 403-1 Occupational health and safety management system	Health and safety
GRI 403: Occupational Health and Safety 2018	Disclosure 403-3 Occupational health services	Health and safety
GRI 403: Occupational Health and Safety 2018	Disclosure 403-6 Promotion of worker health	Health and safety
GRI 403: Occupational Health and Safety 2018	Disclosure 403-8 Workers covered by an occupational health and safety management system	Health and safety
GRI 403: Occupational Health and Safety 2018	Disclosure 403-9 Work-related injuries	Health and safety
GRI 404: Training and Education 2016	Disclosure 404-3 Percentage of employees receiving regular performance and career development reviews	Employee satisfaction, engagement and development
GRI 405: Diversity and Equal Opportunity 2016	Disclosure 405-1 Diversity of governance bodies and employees	Diversity Governance structure
GRI 406: Non-discrimination 2016	Disclosure 406-1 Incidents of discrimination and corrective actions taken	One instance of whistleblowing in 2023 related to misconduct
GRI 414: Supplier Social Assessment 2016	Disclosure 414-2 Negative social impacts in the supply chain and actions taken	Sustainable procurement Supplier Code of Conduct
GRI 418: Customer Privacy 2016	Disclosure 418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	Business ethics



**Questions related to sustainability?
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