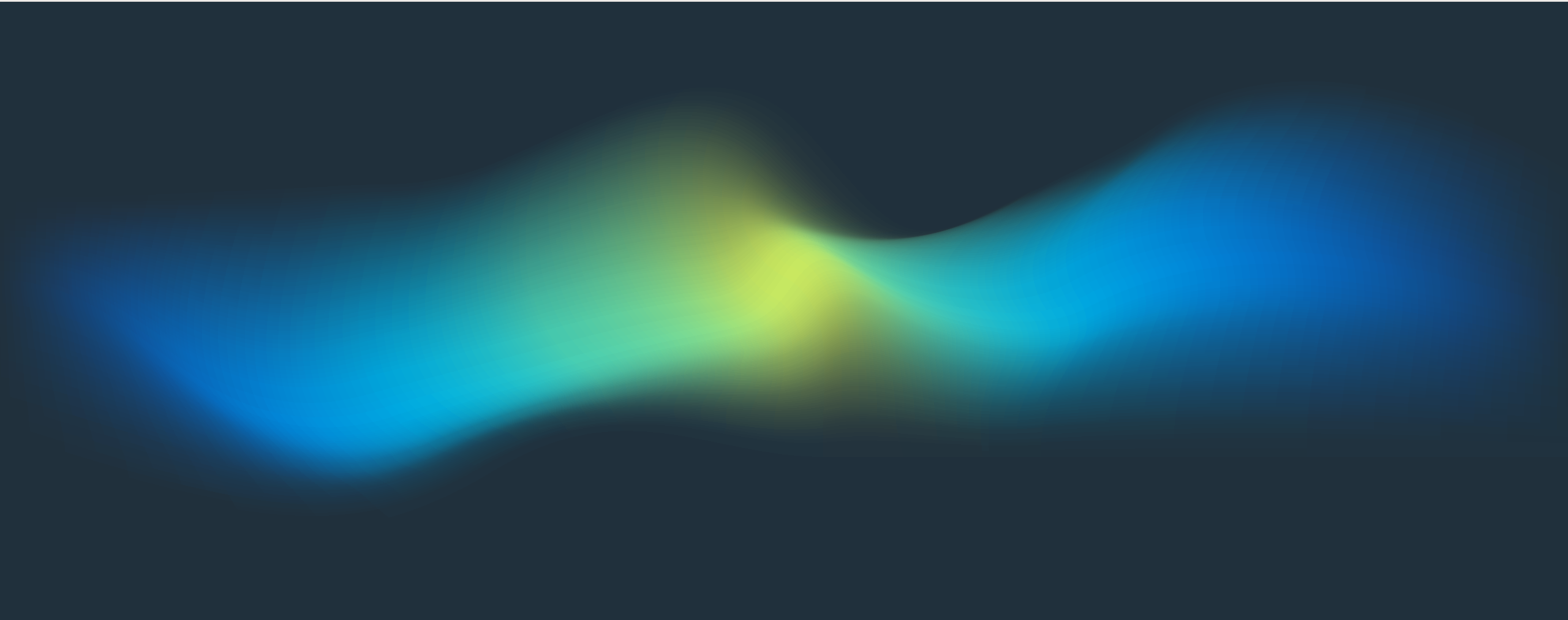


Sustainability Report 2022

# BETTER FUTURE

JOYN<sup>®</sup> | BRING IT ALL  
TOGETHER<sup>™</sup>



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# WHO WE ARE

Joyn is an international IT group that includes consulting, technology, and outsourcing companies, with more than 20 years of experience in Banking, Insurance, Services, and the Public Sector. We simplify peoples' lives and company operations through technology.





# 01

## Who we are

### 1.1. Message from the CEO

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# WHO WE ARE



## Gonçalo Caeiro

Co-founder Grupo Joyn

**Joyn published their first sustainability report in 2022. This was a natural stepping stone in a sustainability journey of sustainability which began more than two decades ago through dedicated initiatives, and which is now taking shape with the global initiative called Planet Joyn.**

Through Planet Joyn we are bringing together our lines of action in various pillars: People, Planet and the whole ecosystem of partners and stakeholders.

We believe that sustainability must necessarily include the economic and financial sustainability of companies, and namely Joyn's. Going even further, we believe that ESG sustainability is synonymous with economic and financial sustainability.

At Joyn, being an information technology Group, we have a dual approach to sustainability. Everything that we do, which includes processes automation and digital transformation, makes a positive contribution to sustainability in two ways. Firstly our solutions, such as processes optimization and digitalization, actively contribute towards reducing the impact on the natural environment by reducing the CO2 footprint and energy consumed, by optimizing natural resources and therefore reducing the CO2 footprint, energy consumed, optimizing natural resources, or speeding up innovations. Secondly, by increasing cooperation

between the group companies we are more sustainable in everything that we do.

We believe that there is still a long road ahead within our society, at global level, to effectively confront the sustainability challenges. Nowadays what we see is that sustainability investment is driven by responses to specific threats, rather than by proactively finding opportunities. For instance, the automotive industry focused on electric cars only when Tesla became a real threat. And the energy sector is focusing their investment in renewables as a response to the energy crisis caused by the Russian / Ukraine conflict.

We still have a long way to go to ensure that both the Board of Directors and middle management understand that a sustainable approach is cost/effective and provides returns to shareholders. This will become our reality only when there is a concerted if there is a concerted, planned, and time bound strategy. On the other hand, we see that measures which are sporadic, extemporaneous, or fads tend to fail and cause more harm than good.

At Joyn we always look at sustainability as a way of also embracing innovation and boosting our growth. Proof of this is Joyn Group' organic growth in the past seven years: from a turnover of 3 to 18 million and an average annual growth rate of 25%, all

without external investment. We now have more than 450 employees and more than 5 companies: Fyld, Growin, Infosistema, Theros, Uniksystem and our startup investment, DocDigitizer. During this journey, we implemented tactical and structural measurements, which demonstrate benefits of the synergies in sustainability.

Regarding our people, we have always had a holistic approach, over and above purely professional supervision. We have career management models defined and tailored to the internal and external reality of the Group, but always emphasizing our growth ambitions. At the same time we are developing stronger bonds between our employees to promote their growth, to bring them closer to our culture and to help them show their potential and values. Other examples of our approach are ongoing training, benefits, partnerships and sport activities, all of which add value to our people and their journey within the Group. More than 3% of our total workforce are specifically allocated to manage and promote our human potential within the Joyn Group.

At the environmental level, we removed carpets from our offices in 2010, and as a result reduced absences due to allergic rhinitis by 95%. In 2013 we moved to 100% virtual servers, eliminating 80% of energy consumption. In 2015, we allowed remote work. In 2017 we implemented the Zero Paper approach, which eliminated 98% of printing and paper handling, and we implemented electronic signatures. In 2018 we changed our entire fleet to

electric vehicles. In 2020, when we acquired a new head office we installed solar panels and batteries.

The recent events of Covid-19 and the war in Ukraine showed that being sustainable is the best strategy in the long term. Even before compulsory lock down, Joyn placed all their remote workforce in activities which depended exclusively on us, without any disruption of our business. When the energy crisis and the bill hike stroke, our solar installation enables us to greatly minimise their energy impact.

The future of hybrid work systems will be one of the greatest challenges which lie ahead for Joyn. There are obvious benefits such as reduced commuting and travelling costs, and more choice on where you work from. But we are also witnessing a worsening in the process of training junior employees, less business culture assimilation and an increase of mental health issues. The recent increase of inflation and interest rates is putting more pressure on our workforce, which avoids travelling to save money, adding to the challenges ahead. On one hand, productivity may increase in the short term. On the other, in the long term there will be a negative impact on innovation due to less training and a hampered ability to exchange ideas.

We also consider CyberSecurity as a vector for sustainability. CyberSecurity is core for Joyn's business, employees and stakeholders. That's why our investment in CyberSecurity in 2022 was five times greater than 2021. In 2022, we had the first of

Joyn's companies with the ISO 27001/17/18 certification. We expect to have all of the Group certified by 2024.

For 2023 we want to continue improving our people management and to deeper the integration between the Group's many initiatives. With this in mind, we have created Planet Joyn, a global initiative which brings together our various sustainability initiatives in a more cohesive and ambitious way.

In 2022 the Joyn Group achieved the main environmental targets which it had set. We are now preparing for our next cycle of growth and are focusing on governance and society aspects.

We invite you to discover Planet Joyn in this report.

# OUR COMPANIES

Joyn is an international IT group with more than 20 years of experience. It includes consultancy, technology and outsourcing firms, and has a highly qualified team, spread across 22 countries.

The group consists of five operating companies: Infosistema, Fyld, Growin, Theros, Uniksystem, and of startup investments: DocDigitizer, Evolut e HelpMe. These companies' different business models, areas of operation and levels of maturity are a result of the Group's diversification strategy.

**We believe in “We simplify people’s lives and companies’ operations”, using technology hand in hand with new ways of working and living.**

**We build exceptional software products and we support our clients with building new software-based solutions, that are reliable and easy-to-use.**



## Vision

Better together



## Mission

Improve the performance of companies



## Values

Cooperation, transparency, honesty, justice, equity

<sup>1</sup> The 2022 sustainability report does not include the indicators and initiatives of Evolut, Green and Help.me. The data shown in the report reflects the different reality of the business model, the sizes and maturity of the different companies.





# JOYN UNIVERSE

Evolut Green is a company specialized in Electric Mobility, focused on selling and installing of Electric Vehicle chargers. It offers the best technical solutions that are financially viable.

Helpme provides outsourcing of Business Process services for the Joyn Group companies, specializing in Finance, Back Office, Human Resources and Legal.

Theros has experience on sourcing people for top of the range software solutions and products. It targets projects and companies that are going through digital transformation.

Fyld is a high performing IT consultancy, inspired by sports, with national and international customers. Fyld operates in several sectors, including healthcare, retail, banking, telecommunications, insurers and software.

Infosistema provides business and technology consultancy services for the banking and insurance services. Its specialized team offers and implements software projects and solutions.

Growin provides IT consulting services, tailored to the needs and goals of its customers. Its teams are specialized on the development of software outsourcing, nearshore and closed projects).

UnikSystem provides consultancy in finance, human resources, BPM solutions and websites development. UnikSystem product, low-code BPM platform, enables transforming customer ideas into software solutions.

DocDigitizer is a startup, a spin-off of Infosistema that is pioneer in the use of AI and Machine Learning. It focus on the development of smart automation technologies through Machine Learning.



<sup>2</sup> The JOYN Universe is represented here in planetary format. Planet JOYN is a programme that has the aim of strengthening the corporate culture of the JOYN.

# OUR PRESENCE IS GLOBAL

+14

## COUNTRIES WHERE WE HAVE PROJECTS

- |             |                |
|-------------|----------------|
| Spain       | Singapore      |
| USA         | Angola         |
| UK          | Brazil         |
| Belgium     | Chile          |
| Netherlands | Colombia       |
| Italy       | Dominican Rep. |
| Portugal    | India          |
| Romenia     |                |





# OUR SERVICES AND MARKETS

Joyn's mission is to improve the performance of the companies we work with, in various sectors, in the following areas.



## Product development

IT solutions through digital transformation projects, tailored to client's needs.



## Projects

Digital transformation projects that provide an IT solution to client's challenges.



## Outsourcing

Support the development of clients' projects by providing onshore, nearshore or offshore consultants.

### Main sectors and areas of our services



Banking



Insurance



Digital Transformation



Software and Platforms



Telecom & Media Technologies



Financial

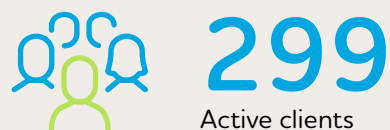
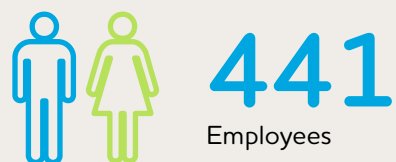
**We drive innovation and experimentation hand in hand with consistency and sustained growth.**

# JOYN IN NUMBERS

The JOYN Group continued its growth trajectory in a year when businesses were significantly affected by the increase in the cost of energy and raw materials - consequences of the war in Ukraine and inflation. This trajectory is shown by the 15% increase in

business volume, from 15.6 M€ in 2021, to 18 M€ in 2022. The group's companies continued to make significant progress with the increase in EBITDA, which grew 50% in 2022, and with more than 100 employees added to their teams.

**Our results are the outcome of Joyn's team work, and our commitment to develop the talent of our 441 employees.**



Technical certifications



Certified employees



Projects



Countries with projects delivered



Services available



Geographical areas

## MARKET RECOGNITION

In 2022, the market once again acknowledged our group companies in the areas of growth, performance, innovation and social and environmental impact.



- ✓ BEST SOFTWARE STARTUP - Select USA
- ✓ TOP FINTECH COMPANIES IN LISBON - FinTech Energy
- ✓ FASTEST GROWING STARTUP - Rows
- ✓ LEADER IN INTEGRATED DATA PROCESSING - Gartner



- ✓ INOVATOR COTEC 2022
- ✓ TOP FINTECH COMPANIES IN LISBON - FinTech Energy
- ✓ FASTEST GROWING STARTUP - FinTech Energy

## WHAT DOES ESG MEAN FOR US?

The JOYN Group formalized its approach to environmental, social and governance themes (ESG) in 2022. It was the result of incorporating the principles of sustainability in its activities, particularly in terms of energy and human capital management.

### **Through our business activity, we create economic value, and also social and environmental value**

The JOYN Group manages economic value, for itself and for its financial stakeholders, by combining building value through technology with new forms of working and living that simply the life of companies and people. on top of this, it also generates social value, directly through job creation, and indirectly through the benefits that the technology we create offers to society. In addition, it creates environmental value, by the IT services that we provide that dematerialize processes.

### **Our sector is aligned with the economy decarbonization goals**

In the current context, economic agents will demand a response to the climate crisis and destabilization of ecosystems, together with the creation of value for people. The JOYN Group will be prepared to measure its environmental and social contribution, both direct and indirect, through its products and the technology services.

### **The growth of the Group's business, with digitalization projects, will contribute to some of the UN SDGs**

The business growth of the Group is a contribution in itself to the UN 2030 Agenda and the Sustainable Development Goals (SDGs) through the creation of value shared with the direct stakeholders of our companies. The Group will keep growing through Digital Transformation projects, which will promote the virtuous creation of economic, social, and environmental value.

### **Innovation will continue to be a lever of our growth. And the growing importance which ESG has for us and today's market, will see to it that the company grows further, better and faster.**

Innovation will continue to be a pivotal cornerstone of our growth, with the development of new business models, products and services, and human talent or financial structures management.

It is with this look set at the future that JOYN is pursuing its ESG journey, with sustainability assuming a growing strategic value. It is this strategic value that will ensure that Joyn becomes more valued by the market, which will in its turn ensure that the company grows, better and faster.

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# OUR ESG APPROACH



## LOOKING AFTER THE WORLD AROUND US - ENVIRONMENT (E)

Seeking opportunities for the Group to be more resilient, consume efficiently, and implement services and solutions which can reduce the environmental impact of its clients, contributing to the reduction of negative impact in the economic sectors with which it works.

### What we have done up to now?

In 2018, Joyn was a pioneer in changing to a completely electric fleet, reducing its greenhouse gas emissions (GHG), and its costs. It was this same vision that led us to invest in rehabilitating the building we bought for our head office using green solutions. The building produces power, and the water network was redone, to be able to use water from the public network. In addition to this direct environmental impact, in the future we are looking to map out and develop business growth opportunities, based on the green economy, taking advantage of the existing market and financing.

### Where we will create value

Contribution to UN SDGs



## FOCUS ON THE POSITIVE IMPACT - SOCIAL (S)

Creating the required environment for attracting and keeping the talent pool which is needed for the the Group growth.

### What we have done up to now?

Nowadays we have a strategy of human resources based on principles of equal opportunities and inclusion. We focus on managing talent and career advancement, on our employees working conditions and well-being. In the future, we will focus on strengthening the talent management and career progress programme; safe working conditions and culture. We will continue to promote the well-being of the team, and implement community support programmes, with the sharing of skills and the promotion of IT enjoyment.

### Where we will create value

Contribution to UN SDGs



## BETTING ON A BETTER FUTURE - GOVERNANCE (G)

we are contributing towards building a more inclusive society and a more productive and dematerialized economy, through IT solutions.

### What we have done up to now?

We operate as an ethical partner with all our stakeholders, and we are investing on quality, cybersecurity, and data protection, using certifications and training which are the foundation of everything we do. We have to look to the future through a lens of constant change, and respond by an assertive investment in innovation to combine the needs of our clients with social and environmental benefits.

### Where we will create value

Contribution to UN SDGs



# MATERIAL TOPICS

At the end of 2022 we carried out our first materiality exercise, based on a methodology which comprises of 3 steps, based on documentary sources.



## MAP ESG TOPICS

### ESG topic mapping from the following sources

- Themes referred by the Global Reporting Initiative (GRI) standard.
- Material themes identified by the SASB standards for our industry.
- Material themes identified by our peer group as material, in their ESG performance report



## DEFINE SELECTION CRITERIA

### Identify materiality criteria

- Direct eligibility of the SASB themes
- Prevalence of themes between different sources
- Integration of themes in the European ESG regulatory content
- Themes linked with potential risks or opportunities, with an impact on the Group



## CARRY OUT A TEST, SET LIMIT AND COMPARE THE MATERIAL THEMES.

### Test application based on criteria.

### Hierarchy and map of material themes.

- Implementation of a test based on criteria, ranking, and a map of material themes.
- Ranking of themes and establishing of materiality limit
- Map of material themes

### JOYN Group material themes

The material themes show the ESG topics which the Group includes in its management model. This group of themes will be incorporated into the Group's future sustainability policy.

#### S (Social)

- Development and management of talent
- Equality, diversity and inclusion
- Occupational health and safety
- Well-being
- Community investment

#### E (Environment)

- Climate and energy
- Resource consumption
- Circular business

#### G (Governance)

- Ethics and compliance
- Data privacy
- Cybersecurity and data protection
- Intellectual property
- Innovation and quality of service
- Solutions with environmental, economic and social benefits

### DOUBLE MATERIALITY CONCEPT APPLICATION

The ESG themes we chose are important for 2 reasons. For the influence they have on the Group future competitiveness, and for the impact they have on people and on the environment.

The methodology applied used Global Reporting Initiative standards as a proxy for the materiality of impact, and the material themes of the SASB as a proxy for financial materiality. In this first approach on reporting the Group's ESG work, we used this methodology to apply the concept of double materiality. As we formalize Joyn's sustainability policy, we intend to consolidate this approach through direct consultation with key stakeholders for the Group.



# LOOKING AFTER THE WORLD AROUND US - ENVIRONMENTAL (E)



When we reduce costs and carbon emissions, we create value for the company and for the planet.

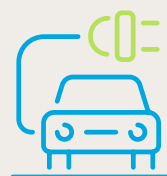
### <sup>3</sup> RENEWABLE ENERGY



**81%**  
Renewable energy



**60**  
Reused electronic equipment. Following the principles of a circular economy



**94%**  
Electric or hybrid vehicles



**4**  
4 paper pages used on average per employee per month.

<sup>3</sup> For the total consumption of electricity, the scope of information includes JOYN and the Infosystem



# FOCUS ON THE POSITIVE IMPACT - SOCIAL (S)



We invest in the training and well-being of a qualified and diverse team, which creates value for business.

## DIVERSITY



19

Different nationalities in the Group's team

## WELL-BEING



80%

Employees work in a hybrid work model (average value)



600K€

In benefits for employees (average value)

## TRAINING



+2 100h

Training

## AVERAGE TIME OF TENURE



2,7 years

Average tenure in the Group

## QUALIFICATION



53,7%

Employees with degree

20,6%

Employees with a masters

We know that we are part of society, and we want to contribute positively in the way in which we operate.

## SUPPORT LOCAL ECONOMY



70,4%

Local suppliers



84,4%

Purchases are made from local suppliers

7,9M€

Total amount of purchases

## SUPPORT OTHERS IN TIMES OF CRISIS



Together Joyn: donations from group companies to support Ukrainians affected by the conflict.



## BETTING ON A BETTER WORLD - GOVERNANCE (G)



We create value for our clients through significant investment in innovation, ethical procedures, and certification.

### INNOVATION AND CERTIFICATION



Investment in innovation



Innovations implemented



New and updated processes



Total number of accreditations



- Regulatory infringements
- Data security breaches
- Monetary losses due to legal proceedings associated with anti-competitive regulations

# PLANET JOYN PLAN

From the baseline of 2022, which is conveyed in this report, the Group's ESG plan will implement the following initiatives:

### Involve and share

The progress we make on our ESG results will always depend on the involvement and actions of our stakeholders, specifically our employees, clients and partners.



### Speed up ESG management results

- Focus on ESG drivers which contribute to the Development and creation of value for the Group;
- Align our initiatives with the regulatory context of sustainable finances and ESG disclosure.

### Identify ESG opportunities

Mapping and selection of business growth opportunities, based on ESG factors.

# IN WHAT WE WILL BE FOCUSED



## Environmental (E)

- E-Innovation Forum: to identify and test new business models or products/services, connected with the need to dematerialize and decarbonise the economy;
- Identification and implementation of additional measures to improve the efficient use of energy, water, equipment and materials;
- Identification of opportunities for developing circular economy opportunities;
- Calculate of the carbon footprint, including scope 3 emissions, and develop an emission reduction plan.



## Social (S)

- Standardize key the human resources for all the Group's companies;
- Implement of the JOYN Employee Index, to measure the satisfaction and well-being of employees, and to identify the most efficient initiatives to develop and retain talent;
- Increase the number of employees with technical qualifications;
- Align social responsibility programmes with the Group's strategy;



Map out the environmental and social benefits of the Group's current products and services portfolio

# IN WHAT WE WILL BE FOCUSED



## Governance (G)

- Formalize the Group's sustainability policy, defining short and medium term ESG commitments and targets, based on the main risks and opportunities for the Group;
- Converge gradually with ESG standard procedures and disclosures: ESRS from the EU, and IFRS Sustainability Disclosure Standards, from the IFRS Foundation;
- Define cross-cutting ESG targets and metrics for the Group, specific to each company, and carry out regular monitoring with more statistical detail;
- Incorporating ESG tasks into our performance assessment model;
- Define our ESG accountability model;
- Draw up a plan with initiatives that allow us to meet the targets that we have set;
- Create of the ESG dashboard, for the assessment of critical indicators by the Board of Directors;
- Standardize cybersecurity and data protection practices by sharing good practices between the group's companies;
- Increase the number of companies with ISO certifications, so that our structures and management follows the principle of continuous improvement;
- Expand ISO 27001 certification to the whole group, to offer medium and long term value to clients and partners in regards to protection of information;
- Strengthen our commitment to transparency and ethics and data security through employees training:
  - ethics and deontology, benchmarked with the deontological requirements of the Society of Engineers;
  - cybersecurity, benchmarked with national and international references.



- Assess and map out the value creation and the impact of the JOYN Group in its value chain, to guide the increase shared value in the long-term;
- Share Planet Joyn plan and involve employees and other stakeholders ;
- Continue to prioritize the growth of our products offering, and the gradual transition from services to product offers;
- Improve client's satisfaction and increase retention through sharing good practices between the group's companies;
- International investment;
- We will look into the Green Economy and benefit from the European incentives available.



# 02

Focus on positive impact

## 2.1. We are driven by people

- 2.1.1. Talent management
- 2.1.2. Training
- 2.1.3. Employee benefits
- 2.1.4. Equality, Diversity, and Inclusion
- 2.1.5. Well-being
  - 2.1.5.1. Family Days
  - 2.1.5.2. Social and sporting activities

## 2.1.6. Occupational Health and Safety

- 2.1.7. Community investment
  - 2.1.7.1. Support for the conflict in Ukraine
  - 2.1.7.2. Local procurement, by choice

# FOCUS ON POSITIVE IMPACT

## JOYN's pillar of Social Sustainability

We believe that JOYN Group's success goes hand in hand with the individual success of each employee. We want to be an excellent employer, who offers professional growth, top-notch working conditions, and a remuneration package and benefits which make JOYN a preferred Group to work with.

That is why we aim to create a culture of interaction and ongoing feedback regarding the team's aspirations, and to promote the development of the Employee. Our people's management is a priority, in which we will continue to focus to improve our capacity to attract and retain the talent we need to feed the growth of the Group.

## JOYN Ambition

Contributing towards social development, through employability that fosters the development of talent and equal opportunities.

Creating working conditions which promote employee's satisfaction, health, and well-being. Establish fair working relationships, and respect human rights in all our business relationships. Support local communities. .

### Material themes addressed in this chapter:

- Talent development and management
- Equality, Diversity and Inclusion
- Occupational Health and Safety
- Well-Being
- Community Investment

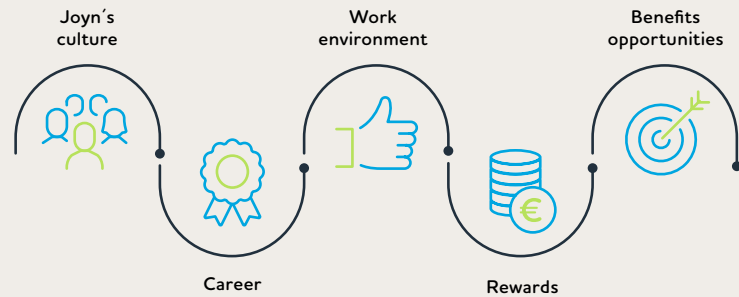




# PEOPLE ARE THE DRIVING FORCE BEHIND OUR TECHNOLOGY

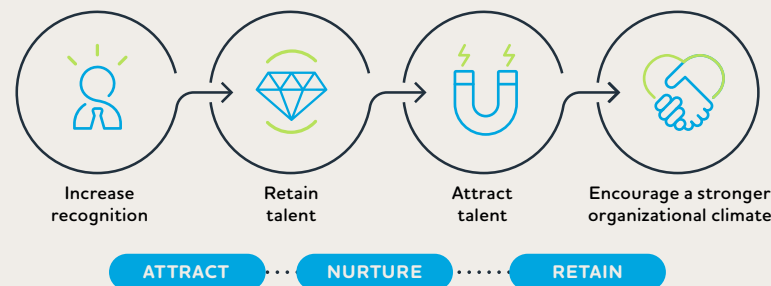
People are a critical asset in IT. They enable our companies to fulfill their mission, and to create value for Clients, Shareholders, and Employees, among other stakeholders.

## Our value proposition for the JOYN Group's team



The Group's human resources strategy, with various areas of activity, is bound by a common ambition: to improve the attractiveness of the Group and the ability to retain talent, enable the development of skills and ensure a high level of well-being, optimising a stronger organizational culture.

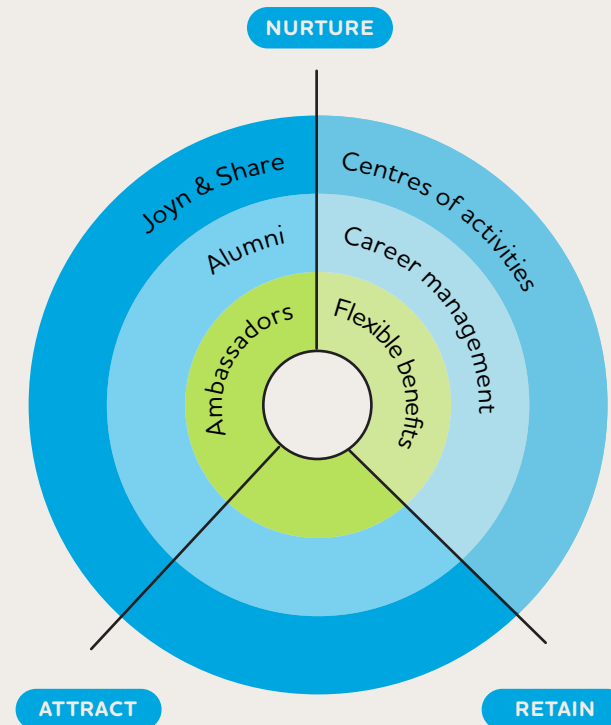
## JOYN Group's human resources purpose and areas of activity



**The human resources strategy pursues the goal of attracting and retaining the talent needed for the Group's growth.**

The human resources management is carried out by a dedicated team, that works across all the Group's companies, and by professionals allocated to specific companies. This HR setting lends to some initiatives which are implemented 100% across the universe of JOYN companies, and others initiatives which are specific to each company. When initiatives are restricted to certain companies in the Group and are linked to that company's specific life cycle stage or business focus, the Board of Directors will annually assess the relevance of converting these to programmes which apply to the whole Group. In this context, the initiatives which we mention in this chapter are examples of the existing programmes in some of the Group's companies.

The main beneficiaries of human resources initiatives are our own employees, and, on a second or third level, students, and local communities.



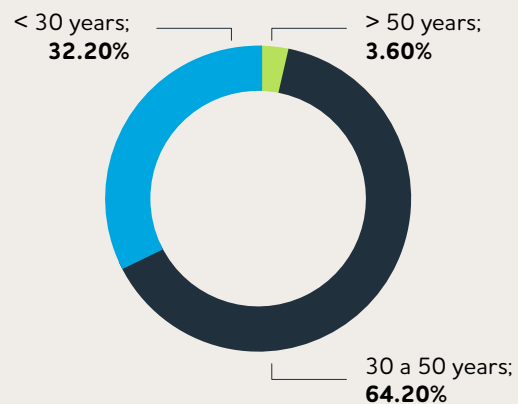
**We implement programmes for our team aimed at better equipping them for the services we offer, at enabling higher levels of productivity, and at being happy for being a part of our Group.**

# OUR TEAM

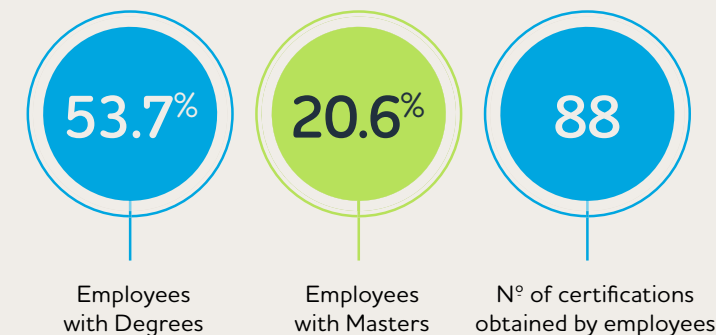
By the end of 2022 the JOYN Group had a total of 441 employees. The majority, 81%, are consultants. 64% are between 30 and 50 years old. The diversity of JOYN team is reflected on the 19 nationalities among its employees. Our sector is known by its professional mobility so, our aim is to improve the average length of service, which was 2.7 years in 2022.

In order to attain this, we will continue to build an organizational culture which increases team satisfaction, with plans for skills development and professional progress, increased well-being and an attractive benefits package, which impacts the life of every employee.

## Age distribution of the JOYN team

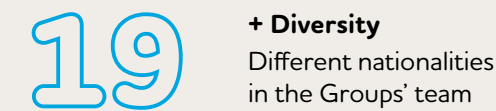


## A qualified team, in academic and technical terms



27

## A team which is the driver of our technology, where there is room for all which is rich in experience and diversity



# TALENT MANAGEMENT

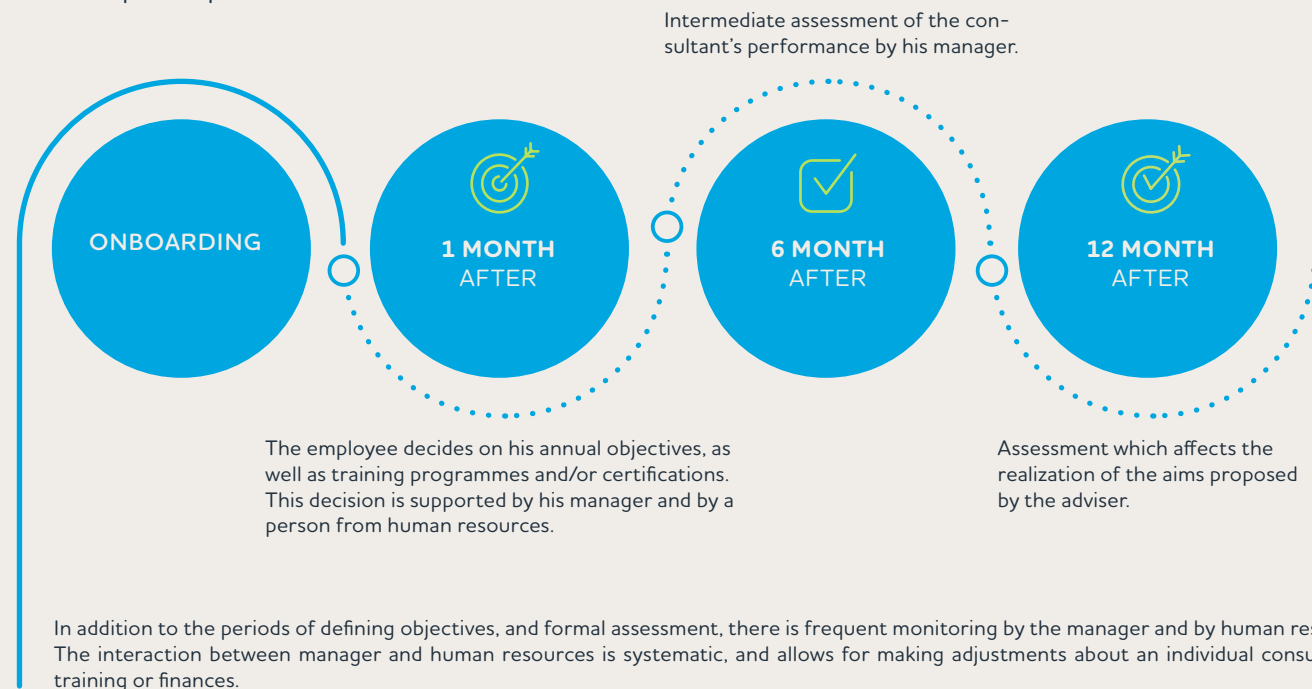
Talent management in the Group is done through specific programmes, for each company. In addition, it is customized for each employee, to meet their specific needs and ambitions. The

programme is based on individual career planning and monitoring, always with the collaboration and feedback of the employees themselves.

This programme, was created to improve the skills of our employees and promote their progress within the Group. It encompasses various phases of: integration, definition of objectives and periodic assessments, which may be followed up by rewards.

## Talent-Management Journey for an Adviser

Process which the employee goes through, when joining one of the Group's companies.



The first month for each new consultant in the Joyn Group is dedicated to their inclusion into the culture and work approach. After the first month, between 3 and 4 annual objectives are, together with their manager, which may entail the selection of training, certifications, and even a mentorship programme, to benefit from the know-how of those with longer service and experience. To ensure the employees meets their potential and ambitions, and feels fulfilled with their work, they are the ones who set their targets, as well as the time needed to achieve them.

After 6 months in the company, each consultant is subject to an intermediate assessment. This assessment is carried out by their manager, who evaluates the employee's performance.

## WELCOME MANUAL

Some Joyn companies have a welcome manual for new employees, where we present the Group. The manual explains procedures, as well as rules of conduct expected in the company and with their clients. The manual gives particular attention to information security and shares the rules that should be applied.

### Annual performance assessment

#### 360° FEEDBACK IS THE EMPLOYEE BASIS FOR ASSESSMENT AND DEFINES THEIR CAREER PROGRESS

The annual performance assessment, covers all company's employees handled by the manager and by human resources. This assessment consists of various factors: performance and concretization of annual objectives, and feedback sought from clients, from managers and other employees. In this way, each employee is comprehensively assessed: by the client's company, by his direct manager, and by his involvement with his colleagues.

The assessment is shared with the employee. The results of the assessment have an impact on his working conditions for the next year, namely the remuneration package, awards, and benefits.

This salary progression plan, or the allocation of awards and/or benefits, is defined individually. We choose not to have a standardized process, so that the package awarded may effectively make a difference in the consultant's life, supporting them in those aspects which are of the most value to them in their current stage of life.

In the annual assessment, feedback on the consultant's performance is supplemented with a future plan, where we identify the skills which should be acquired and maintained.



## Impact of the annual assessment on the life of each consultant

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The result of the annual assessment is ground for the definition of career progress, and of awards and benefits.

Case by case, from the results of the annual assessment, we can assess career progress, and the awards and benefits to be given. The individual decision enables us to maximize the actual impact on the life of each consultant.

In 2022, the Group continued to invest in training activities for its team. As in previous years, the training took place in areas, that are important to the Group’s development plan: technical, languages and soft-skills.



**+2100h**  
Training



**516**  
Languages



**154**  
Soft skills



**1457**  
Technical

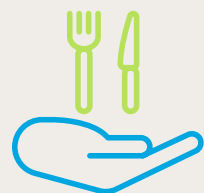
**JOYN’s team qualifications per employee profile**

<p><b>Project Manager</b></p> <p>Project Management Professional (PMP)                  Certified Associate in Project Management (CAPM)                  PMI-ACP® - PMI Agile Certified Practitioner                  DASMTM - Disciplined Agile Scrum Master                  IPMA C - Certified Project Manager, APOGEP                  Professional Scrum MasterTM I Certification                  Professional Scrum MasterTM II Certification</p>	<p><b>Scrum Master</b></p> <p>Professional Scrum MasterTM I Certification                  Professional Scrum MasterTM II Certification                  Professional Scrum Product OwnerTM I Certification                  Scaled Professional ScrumTM Certification                  Kanban Management Professional (KMP)                  Kanban Coaching Professional (KCP)                  SAFe® Release Train Engineer</p>	<p><b>Business Analyst</b></p> <p>Certified Business Analysis Professional (CBAP®)                  Professional Scrum MasterTM I Certification                  Professional Scrum Product OwnerTM I Certification                  Agile Analysis Certification</p>
<p><b>QA</b></p> <p>Certified Tester Foundation Level (CTFL)                  Certified Tester Advanced Level Test Analyst (CTAL - TA)                  Certified Tester Advanced Level Test Manager (CTAL - TM)                  Certified Tester Advanced Level Test Manager (CTAL - TM)                  PCAPT – Certified Associate in Python Programming</p>	<p><b>Analyst</b></p> <p>PSM I                  PSM II                  Certified Business Analysis Professional (CBAP®)</p>	<p><b>Front-End</b></p> <p>Certified JavaScript Developer                  Meta Front-End Developer Professional Certified                  Certified Vue Developer                  Angular Certification - Level 1 - Junior                  Angular Certification - Level 2 - Intermediate                  Angular Certification - Level 3 - Expert</p>
<p><b>.NET Developer</b></p> <p>AZ-900 - Azure Fundamentals                  AZ-204: Developing Solutions for Microsoft Azure                  ITIL® Foundation Certificate in IT Service Management                  MCP: Microsoft .NET Framework, Application Development Foundation                  MTA: Software Development Fundamentals</p>	<p><b>Java Developer</b></p> <p>Oracle Certified Professional, Java EE 7 Application Developer                  Oracle Certified Associate, Java SE 8 Programmer                  AWS Certified Developer</p>	<p><b>PHP</b></p> <p>PHP Developer Certification                  AWS Certified Developer                  Zend PHP Certification                  Acquia Certified Drupal 9 Site Builder                  Professional Scrum MasterTM I Certification</p>

**JOYN’s team qualifications per employee profile**

Python	OutSystems	Sitecore	Sharepoint	Dynamics 365
PCEPTM – Certified Entry-Level Python Programmer PCAPTM – Certified Associate in Python Programming PCPP1TM – Certified Professional in Python Programming 1	Associate Reactive Developer Associate Traditional Web Developer Professional Traditional Web Developer Mobile Developer Specialist Architecture Specialist Front-end Developer Specialist	Sitecore Experience 9 Advanced Solution Developer Sitecore Content Hub Developer Sitecore OrderCloud Certification	MS-301: Deploying SharePoint Server Hybrid 70-339: Managing Microsoft SharePoint Server 2016 Microsoft Certified: Power Platform Fundamentals Microsoft Certified: Power Platform Developer Associate	Work with Dynamics 365 for Sales Professional MB-500: Microsoft Dynamics 365: Finance and Operations Apps Developer MB-716: Microsoft Dynamics 365 Customization and Configuration PL-600: Microsoft Power Platform Solution Architect
Salesforce	Servicenow	Mobile	Mobile	DevOps
Salesforce Certified Administrator Salesforce Certified Platform App Builder Salesforce Certified Associate	Certified System Administrator- ServiceNow ServiceNow® Certified Implementation Specialist - ITSM (CIS - ITSM) Mobile Development Fundamentals APM Fundamentals and Implementation CIS Sam Pro	Certificado Profissional Meta Android Developer- Meta Flutter Certified Application Developer Android Certified Application Developer	Certificado Profissional Meta Android Developer - Meta Flutter Certified Application Developer Android Certified Application Developer	AZ-900: Microsoft Azure Fundamentals PL-100: Microsoft Power Platform App Maker Exam AZ-400: Designing and Implementing Microsoft DevOps Solutions Microsoft Certified: DevOps Engineer Expert Architecting on AWS ITIL Foundation Certificate in IT Service Management IBM Cloud Kubernetes service
System Administrator	ITSM	Networks	RPA	Business Intelligence
Microsoft 365 Certified: Modern Desktop Administrator AZ-900: : Microsoft Azure Fundamentals AZ-104 Microsoft Azure Administrator ITIL Foundations 3100 - Microsoft Windows 10 (MD-100)	PSM I PSM II Certified Business Analysis Professional (CBAP®) Professional Scrum Product Owner I (PSPO I)	Cisco Certified Support Technician (CCST) Networking - CCNA	UiPath Certified RPA Associate (UiRPA) UiPath Certified Advanced RPA Developer (UiARD) SS&C   Blue Prism® Associate Developer SS&C   Blue Prism® Developer Certification	DP-900: Microsoft Azure Data Fundamentals DP-2023: Data Engineering on Microsoft Azure SAS Certified Specialist: Base Programming Using SAS 9,4 SAS Programing 2 - Certification Professional Scrum Master I PL-300: Microsoft Certified: Power BI Data Analyst Associate AWS Certified Data Analytics - Specialty

In 2022, the Group continued to invest in training activities for its team. As with previous years, the training took place in the following areas, which are important to realize the Group's development plan : technical, languages and soft-skills.



300K€

Catering for employees



134 220€

Invested in health insurance for employees



10K€

Invested in sport lessons and equipment at the Group's head office, for available for free to employees

### Gamification

Gamification is a points system programme implemented with the goal of promoting engagement between employees and the organization. It has already been implemented in some companies within the Group, as a dynamic and attractive way of promoting the participation of employees in the Group's various management processes. Using the points system, employees gain points by performing a range of tasks. Points are subsequently exchanged for activities in the leisure and culture, such as, FNAC vouchers, hotel stays and leave days. In 2022, as well as in previous years, we noted that most employees used points in exchange for FNAC vouchers.

#### Activities which give points:

- Participation in the company's initiatives and events
- Referring possible new employees
- Business opportunities leads
- Mentoring

#### Exchange of points for:

- More holidays
- FNAC vouchers
- Cinema voucher
- Concert tickets
- Ticket for the oceanarium/zoological garden
- NetFlix subscription

### Trade discounts within the partner network

Some Joyn companies establish partnerships with a network of partners, which makes getting discounts possible for employees when buying fitness services and products, air travel, hospitality, telecommunications, health, furniture, and restoration.

### Internal communication

Over and above meetings, corporate events and more informal communication moments, sharing of information with employees also takes place through our internal blog and newsletter.

The internal blog is a more technical tool, to share knowledge. Many articles are written by professionals within our team, who specialize in current themes, of interest to those working in IT. On the other hand, the newsletter is more relational, with monthly quizzes, information about events, or the introduction of new colleagues. As many of our employees work at clients' premises, this newsletter helps to strengthen ties with the consultant, allowing them to be informed and included.

### Communications

We give all our employees a SIM card. In some companies, employees also receive data allowance



Management of people within the Group does not support any principle which is contrary to equal opportunities. The recruitment process criteria is strictly related to the profile and skills necessary for the specific role.

There is no human resources process in which gender, age or other discriminatory criteria are considered. Due to the geographic locations of clients and projects, and the current strong momentum in the labour market of the IT sector, the JOYN team comprised 19 nationalities among its 441 employees, in 2022.

The Group has supported foreign employees who have moved to Portugal. In addition to providing support with the administrative processes, carried out by legal consulting services paid by the Group, we have designed a welcome manual for international employees, with a range of useful information to get prepare and ease their first few months in Portugal.



## LEISURE MOMENTS FOR EMPLOYEES AND THEIR FAMILIES

Our consultant's satisfaction is a priority. Working conditions and activities which we promote provide moments of leisure and entertainment for all.

### Family Days

Every year, we organize an event which brings the family of all our consultants together. Family days bring our consultants and their families together for a whole day of leisure. In 2022 this took place at Joyn's head office, with games and various recreational activities.

### Social and sporting activities

Throughout the year, there are various social activities which take place within the Group. In addition to informal, relaxing, and friendly get-togethers between the teams, we also organize tournaments of table football, ping-pong and Padel. The social events, dedicated to getting to know each other, are organized weekly or monthly. In addition, there are corporate events celebrated during the Christmas season, with the Group's Christmas Dinner, and back to work after the summer holidays, with each company having events. Some of the companies even organize thematic events, like Magusto or a popular saints party, in the month of June. One Christmas party, more than 10 barbecues were held.

There is also a gymnasium at the head office, where employees can exercise. or join a lessons, like yoga or krav maga, in addition to the weekly presence of a Personal Trainer, with whom any Group employee can train. The classes arranged by the Group may be attended free of charge. The general social areas of the head office also include table football, snooker and Playstation. During 2022, more than 10 sporting competitions were held.

### Free activities for JOYN Employees

- Yoga class
- Table football tournament
- Gymnastics lessons with PT
- Body rehabilitation lessons
- Krav Maga

### JOYN Events

- 1 Christmas Dinner
- More than 10 Barbecues
- More than 10 sporting competitions

### Occupational Health and Safety

The Group complies with the legal assessments and procedures applicable to the companies' sector of activity, in terms of occupational health and safety. Some of the activities promoted by the Group, like Padel tournaments, or sporting lessons, which are organized by the employees, are activities which promote a healthier lifestyle.

Employees who work at the Group's Head Office benefit from a place with excellent working conditions, very clean and comfortable, due to the choice of materials used in the reconversion of the Head Office building to an office (for more information see the environmental chapter of this report).

We also care about nutrition. We offer food with a particular emphasis on fruit and other healthy products. We have a Zero Sugar policy, and do not purchase products with added sugar.

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**Support for the conflict in Ukraine**

We made our contribution to the conflict in Ukraine with Together Joyn, an initiative which supported people who found themselves in dire need. Donations were made of various essential goods, clothing and toys, among other things, as well as rations for the animals.

**Local procurement, by choice**

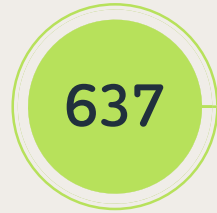
We look for local suppliers with whom we can build long-term relationships. We prefer to use Portuguese suppliers, providing a contribution to the Portuguese economy.



Total suppliers



Value of purchases from local suppliers



Local suppliers



70.4% Local suppliers



84.4% % of purchases made from local suppliers



Value of purchases from local suppliers





03

How do we care  
for the world  
around us

**3.1. Smart use of resources**

- 3.1.1. Climate and Energy
- 3.1.2. Materials and Recycling

# SMART USE OF RESOURCES

## JOYN's pillar of Environmental Sustainability

In this first non-financial information disclosure, we focus the environmental information on the direct impacts of our operation. Our intention is to use this information as our baseline, to show our progress, for the years ahead, in areas such as energy, climate, consumption of materials and the circularity of business. .

## JOYN Ambition

To be a part of the response to the climate change challenge, through more efficient consumption, the use of services which promote a society and an economy with less environmental impact.

To develop new IT solutions which support the reduction of environmental impact in the sectors in which we work.

## Material themes

- Climate and energy
- Consumption of resources
- Circular economy



# SMART USE OF RESOURCES

The environmental performance of the Group is connected with the direct impact which our sources of consumption and emissions have, like the energy consumed by the Group's head office, and our own fleet. Some of the companies use rented offices, which reduces our ability to intervene and implement efficiency measures. These cases were not considered in terms of the environmental information which we shall submit.

## Climate and Energy

In 2022 the JOYN Group had a fleet of 94% electric and hybrid cars. In addition, the group has a policy of increasing the longevity of its vehicle fleet, avoiding any rentals and moving to leases. Because it is electric, we estimate that the useful life of the vehicle is between 8 and 10 years. As they are electric, the previous rationale that new combustion technologies would reduce CO2 emissions does not apply. By prolonging the vehicles useful life, we are contributing towards greater environmental sustainability through the reduction of CO2 and residues across the whole supply chain, at the same time as increasing our financial sustainability of the operation.

In 2022 we expanded the solar farm from 65kW to 110 KW, and it now produces 137 000 KWh. In addition, this was the year in which KNX intelligent management and control systems started operating (smart building), after the work was completed in 2021.

## Refurbishment work on the Head Office

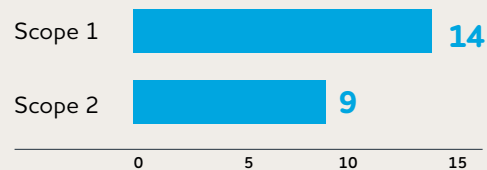
### IMPACT ON ENVIRONMENTAL PERFORMANCE

In 2021 refurbishment work was completed on the new Joyn head office, bought in 2020. With over 6.000m<sup>2</sup>, the new space was designed for the new work dynamic, a hybrid model, favouring an integrated concept of work and well-being. When converting the building to offices, we used building materials and solutions which have a positive impact on its environmental performance, namely a more efficient use of energy and water. It is with great pleasure that our employees, clients, and suppliers say that our building feels very close to their home, being simultaneously welcoming, serious, and efficient.

## What we did to improve JOYN's Head Office

- 110 KW Solar park;
- Centralized and smart management of lighting;
- Water system rebuilt with an annual saving of about 10 thousand Euros. In 2022, 2083 m<sup>3</sup> were consumed;
- Recreational areas for employees, like a breakfast room, lunchroom, rest areas and a gymnasium;
- New wiring system allowed for the saving of 80% of electric cables. Removal of false rooves. Significant reduction of HVAC systems;
- Implementation of solar cells, lowering heat output by 30% in Spring and Summer;
- Replacement of flooring, using a material with a positive impact on cleaning and, consequently, on the well-being and health of its occupants. 95% reduction of allergic rhinitis;
- Elimination of irrigated gardens, contributing to overall saving of water.

### Emissions context 1 and 2 (CO2 ton and)

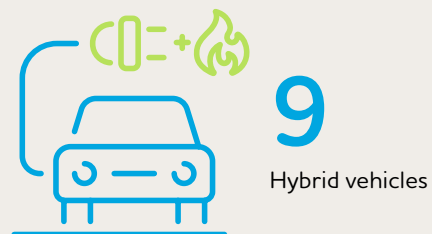
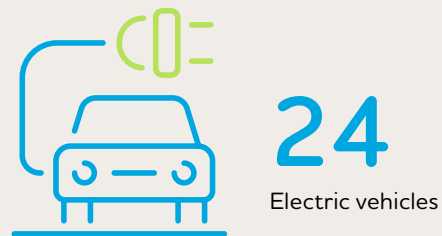


### Renewable energy (%)



<sup>4</sup> The ratio only considered the electricity consumed in the building

### Nº and type of vehicles



### Consumed electricity

257.943.600 kWh

By the fleet

106.344,6 kWh

In offices

### Energy intensity

459,8 kWh

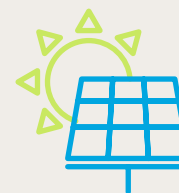
By employee

28,6 kWh

Per m2

### Solar production

In 2022 we produced 138 MWh, having saved 138t CO2.



Overall we avoided

241t CO2

with solar production  
(2020-2022 period)

Our computer equipment management is done with the aim of expanding its use over time, provided the conditions and performance of the equipment allows. In addition, as good practice, we carry out updates, extending their use. In 2022, a total of 50 devices were reused.

We have a vision of being a “paper free” company, and so we are reducing printing to a minimum. In 2022 we used a total of 41 reams of paper in the Group, equivalent to a consumption ratio of only 4 sheets of paper per employee per month. This remnant use of paper legal obligations imposed by the Portuguese government to have certified documentation printed on paper.

We also have a policy of non-tolerance to single-use plastic, and have chosen to substitute this with materials and utensils which can be reused or which are made of more sustainable material like paper or wood.







# 04

## Building a better business

### 4.1. What it means to be Joyn

- 4.1.1. Ethics and Compliance
- 4.1.2. Respecting Privacy
- 4.1.3. Intellectual Property
- 4.1.4. Innovation and Quality of Service

# JOYN'S PILLAR OF SUSTAINABILITY GOVERNANCE

**Our values are the backbone of what we do. Values like transparency and honesty bring long-term value for our clients and our employees. A priority of the Group is to embed these values into our day-to-day practices.**

Governance in sustainability topics is the responsibility of the founding shareholders and members of the Board, represented by the chairman. It is the Board which decides on and plans sustainability initiatives, and, where appropriate, delegates the implementation to the professional managers of the companies in the JOYN Group.

The Board maintains an open line to stay up to date with any of the employees' concerns, the reporting channel, which did not receive any complaint in 2022.

## JOYN Ambition

Contribute to building a more inclusive society and a more productive and dematerialized economy, through IT solutions.

To be a partner of choice, working ethically and in compliance with our stakeholders.

Invest on innovation and developing new IT solutions which meet the needs of our clients and have social and environmental benefits.

Ensure high quality services, cybersecurity and data protection.

## Material themes

- Ethics and Compliance
- Data security
- Cybersecurity and data protection
- Intellectual property
- Innovation and quality
- Solutions with environmental, economic, and social benefits

# WHAT IT MEANS TO BE JOYN

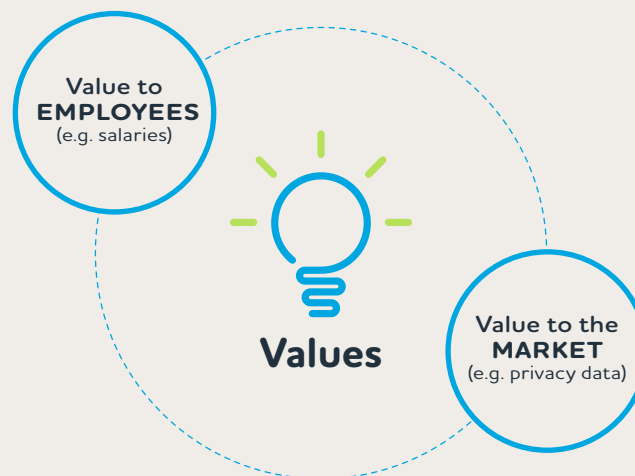
The IT sector must respond to the growing threat of cyberattacks and the need for business continuity of our clients. At the same time, Joyn wants to differentiate its offer through innovation, in a market where specialized talent is in short supply. In addition, there is a commitment to “Simplify the Life of Businesses and People” and so contribute positively to the well-being of people and planet.

JOYN Group’s approach includes:

- ensuring a workforce with the skills and ethics that maximize value for the client and to ensure compliance.
- protecting our clients’ data through the group’s culture and internationally recognized best practices.
- ensuring clients the business continuity (ASSOFT and the certification process ISO 27001)
- Maximizing the value of our offer through significant investment in innovation, delivery quality and social and environmental benefits of our solutions.

## Ethics and Compliance

Transparency and professional ethics (honesty) are two of Planet Joyn’s values which structure internal practices and our professional commitment to clients. They provide value for employees, for example through internal culture, and for the market, namely through compliance with data privacy.



Indicators in the field of ethics and compliance show how our values are reflected in our results.

## Ethics and Compliance indicators

2022

0

- N.º of regulatory non-compliance
- N.º of reports for unethical conduct
- Value of fines paid within the framework of irregularities

43

JOYN works with processes and markets which handle sensitive data, like human resources and banking, where being resilient and safe, against a backdrop of possible cybernetic attacks is crucial.

To mitigate and adequately manage the risks of cyberattacks for JOYN and its clients, we implement best safety practices in the design, implementation, and testing of technological solutions. Our performance is reflected in

the indicators results for data privacy, cybersecurity, and data protection.

DocDigitizer is going through the ISO 27001 certification process, to offer medium and long term value to clients and partners with regards to information security. JOYN is in the process of expanding this certification to the whole group .

### The Portuguese context in cybersecurity



Registered a 26% increase in the number of cybersecurity incidents in 2021 compared with 2020



The most simulated trademarks in phishing/smishing attacks in 2021 are in the field of Banking (48% of cases), Transport and Logistics (21%) and email Platforms (19%)



The areas most affected by the incidents registered by CERT.PT in 2021 were Banking (13% of incidents), Digital Infrastructures (8%) and Internet Service Providers (6%)



In 2021, there was a 6% increase in the number of reported to CNPD compared to the previous year

**DocDigitizer is in the process of obtaining ISO 27001 certification, the international standard and reference of Information Security, which sets a best practice standard and code regarding Information Security management.**

### Data security indicators

2022



- N° of requests about users' information
- % which resulted in the disclosure of employees' information
- Monetary losses due to legal proceedings associated with the user's privacy

### Cybersecurity and data protection indicators

2022



- N° of data security breaches
- % involving personally identifiable information
- N° of users affected

Where appropriate, JOYN Group companies obtain certifications which offer long-term value to their clients and partners in the field of information security.

## Intellectual property

In 2022 intellectual property (PI) represented about 8% of the volume of consolidated business. UNIKSystem registered its own software solutions with ASSOFT (Portuguese Software Association).

This register gives an additional guarantee to clients, which then have an additional means of recovering JOYN solution's code in specific risk scenarios.

The focus on value delivered to the client, and on ethical practices is what enables us to balance innovation and IP and to deliver competitiveness.

**Solutions like Unikpeople – an integrated human resources solution, Uniksystem - LowCode BPM Platform 6.6 Trinity, are registered in ASSOFT.**

## Intellectual Property Indicators

2022

0

Total amount of monetary losses as a result of legal proceedings associated with anti-competitive regulations

## Innovation and Quality of Service

The JOYN Group invests in the quality of its services and products as a distinguishing factor.

Thinking of an ever-changing future, the Group is investing in innovative and unique answers which use the group's software and use low code or AI/ML, to rapidly test new use cases, supported by technological innovation.

One example was a solution developed by UNIKSystem for a regulator: the Automation of Claims through the automatic categorization of claims provided in digital format or on paper, in accordance with a pre-defined classification and without personal intervention. The solution achieved more than 85% success with total automation.

The commitment to building vertical solutions on its own low code platform also allows for tackling an industry challenge of finding specialized talent.



## STATEMENT

*“Joyn’s Group investment in ISO 27001 represents a commitment to provide additional guarantees to the market, collecting sensitive information more securely and with a lower risk of loss, even with scenarios of catastrophic events like failures of servers, by using media with data centre redundancy and the existence of a continuity plan.”*

by Jorge Pereira,  
JOYN GROUP partner

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**Business continuity indicators**

2022



1

N° of performance issues



0

N° of service disruptions



2h

Total customer downtime

**Innovation Indicators**

2022



71

N.º of innovations implemented



318K

Investment in innovation



31

N.º of new and updated processes

The level of client satisfaction is one of the ways we measure the impact of our innovations, products and services. At UNIKSystem there is an investment in increasing client satisfaction through:

- careful management of communications and expectations;
- a culture of proximity through the inclusion of clients at the company's social events;
- weekly training which covers areas such as customer success and soft skills;

The Uniksystem Platform is a low-code platform (IP software from UnikSystem), which assists organizations with the automation of processes and ends the need to use paper. It is more convenient and flexible for all those involved in the process, by capturing the documents contents automatically and making the approval circuit completely digital.

The Employee Portal is integrated with payroll and provides self-service access to the employee, which enables the HR of the companies to work remotely with the employee in a simple, immediate, and interactive manner. Through a computer or mobile phone, the employee has access to all HR documentation in digital format, like payslips, without having to print them.

**Client satisfaction and retention indicators**

2022

Rate of client retention

**50-95%**

in the various group companies

One key aspect which combines JOYN's innovations and quality of service is its commitment to "Simplify the Life of Businesses and People", through technology and new ways of working and living. The solutions Joyn develops contribute to the reduction of the organization's use of resources and the well-being of employees, like in the examples presented.

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05

## Joyn's ESG initiatives

# MAPPING OF JOYN'S ESG INITIATIVES

Material topic	Initiative	fy/d®	infosistema	Theros	growin.	UNIK SYSTEM.	DocDigitizer
Talent development and management (S)	Career Management and Monitoring Plan	•	•	•	•	•	•
	Protocols with Schools and Universities for Integrating Young Talent		•			•	
	Awards: Outstanding performance, Commitment, Team Player, Academy, Mérito					•	
	Teambuilding activities	•	•	•	•	•	•
	Investment in employee training	•	•	•	•	•	•
Equality Diversity and Inclusion (S)	legal support in contracting international employees	•		•	•		
	Gamification	•			•		

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# MAPPING OF JOYN'S ESG INITIATIVES

Material topic	Initiative	fy/d®	infosistema	Theros	growin.	UNIK SYSTEM.	DocDigitizer
Well-being (S)	Protocols with organizations benefits for employees	•	•	•	•	•	
	SGF Pension Fund					•	
	Telecommunications plan, SIM card for those who apply	•	•	•	•	•	•
	Various activities (barbecue, Christmas Dinner, family days, ...)	•	•	•	•	•	•
	Hybrid work model	•	•	•	•	•	•
	Leisure area (table football, ping-pong, arcade, play station, snooker, quiz)	•	•	•	•	•	•
	Other occasional sporting and wellness activities (yoga, pilates, running, cooking / healthy eating workshop)	•	•	•	•	•	•

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# MAPPING OF JOYN'S ESG INITIATIVES

Material topic	Initiative	fy/d®	infosistema	Theros	growin.	UNIK SYSTEM.	DocDigitizer
Occupational Health and Safety (S)	Health insurance for employees	•	•	•	•	•	•
	Assessment of occupational risk	•	•	•	•	•	•
	Postural re-education					•	
	Mental Health Awareness Month					•	
	Fit Tuesdays	•	•	•	•	•	•
Community Investment (S)	Together@Joyn	•	•	•	•	•	•
Climate and Energy (E)	Hybrid/electric fleet	•	•	•	•	•	•
Consumption of resources (E)	Installation of intelligent taps with sensors		•	•		•	•
	Paper free policy	•	•	•	•	•	•
	Replacement of single, use plastic with reusable materials	•	•	•	•	•	•

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# MAPPING OF JOYN'S ESG INITIATIVES

Material topic	Initiative						
Circular economy (E)	Use of rechargeable cells/batteries	•	•	•	•	•	•
	Reuse of Equipment	•	•	•	•	•	•
Data privacy (G)	GDPR Training, Awareness					•	
Cybersecurity and data protection (G)	Process of certification in ISO27001 18/19						•
	Overview of threats					•	
	Implementation of cybersecurity best practices in the design, implementation, and testing of technological solutions					•	

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# MAPPING OF JOYN'S ESG INITIATIVES

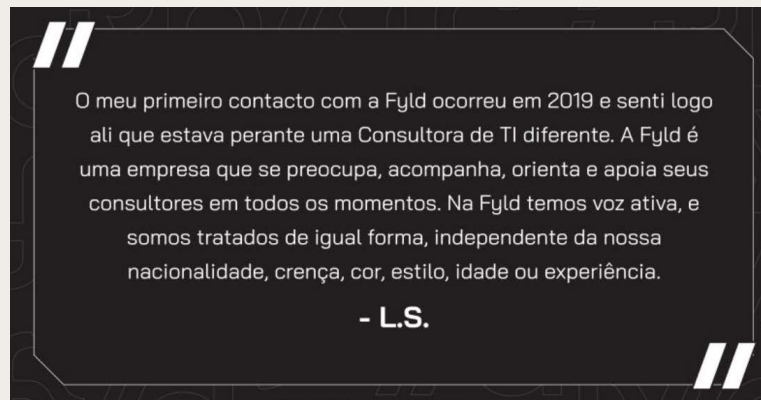
Material topic	Initiative	fy/d®	infosistema	Theros	growin.	UNIK SYSTEM.	DocDigitizer
Innovation and Quality (G)	Management of communication with the client and inviting clients to Joyn's social events					•	
	2 factor authentication for access to the internal emails of companies	•	•	•	•	•	•
Products with environmental, economic, and social benefits (G)					•	•	

# THANK YOU JOYN<sup>®</sup>

People are the engine of our technology

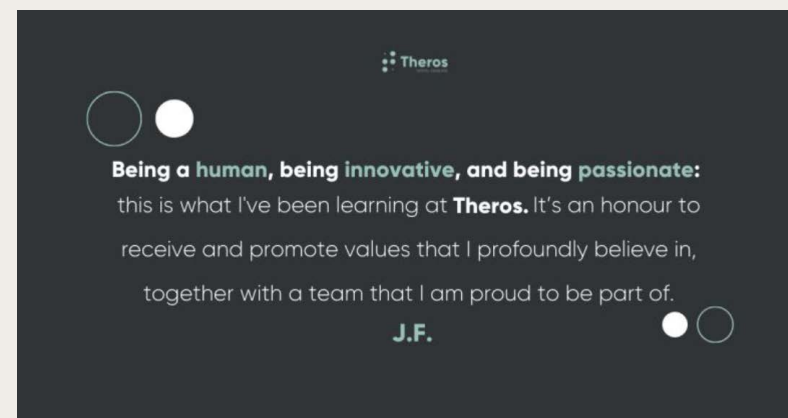


Thanks to Fyld for helping me level up my skills!  
A.S.



I was surprised today with a treat from Theros Digital!  
Thank you for believing and opening doors for me. I thank you from the heart....I was very happy! In addition to meeting fantastic people, I feel appreciated and welcomed. Merry Christmas and happy holidays everyone  
P.M.

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# TECHNICAL DOSSIER

## About the Report

The scope of this report is the companies of the JOYN Group. The indicators covers the period from January 1st to December 31st 2022. Possible changes to this scope are mentioned alongside the respective data. The qualitative information data cover the companies of the Group and, and the companies at which each of the ESG initiatives was implemented are shown in the final table.

## Sustainability References

The ESG indicators given in this report are indicators taken from the SASB sectoral guide for our field of activity. In addition, we use certain indicators in the Guidelines for sustainability reports from the Global Reporting Initiative (GRI), 2021 version, applicable to our business. Taking into account the current regulatory context, and the publication of the final version of standards, at the end of the first semester of 2023.

GRI 1 USED | APPLICABLE GRI SECTOR STANDARD(S)  
**GRI 1: Foundation 2021** | **Not applicable**

Standard GRI	Disclosure	Location / Direct Answer
<b>General Disclosures</b>		
	<b>1. The organization and its reporting practices</b>	
	2-1 Organizational details	The JOYN Group is a Public Limited Company, with the legal name being Joyn SGPS Lda. Its head office is at No. 7 (plot 1) Rua do Proletariado, Carnaxide. The main geographic area of this company is Portugal, in addition to other international markets, presented in the first part of the report.
	2-2 Entities included in the organization's sustainability reporting	This report includes the activities of the JOYN Group in the Portuguese market, which is the field of activity for the respective provision of financial accounts
	2-3 Reporting period, frequency and contact point	The JOYN publishes its sustainability report annually. This report covers the period from January 1st to December 31st 2022. This period is the same for the financial reporting of accounts to the Portuguese authorities. Any requests for clarification on the sustainability report should be sent to (planet@joyn-group.com)
	2-4 Restatements of information	Not applicable
	2-5 External assurance	This report was not subject to external assessment
	<b>2. Activities and workers</b>	
	2-6 Activities, value chain and other business relationships	Information on operations is available on pages 8 to 11
	2-7 Employees	Information on operations is available on pages 8 to 11
	2-8 Workers who are not employees	In 2022 the JOYN Group relied on temporary employees and service providers who performed their functions at our premises, or at those of our clients
	<b>3. Governance</b>	
	2-9 Governance structure and composition	Information not made available
	2-10 Nomination and selection of the highest governance body	Information not made available
	2-11 Chair of the highest governance body	Gonçalo Caeiro is the executive who has the greatest responsibility in the JOYN Group
	2-12 Role of the highest governance body in overseeing the management of impacts	Information available on page 41
	2-13 Delegation of responsibility for managing impacts	The formalization of governance for sustainability will be formalized in 2023/2024 and communicated in the next reporting cycles
	2-14 Role of the highest governance body in sustainability reporting	The sustainability report is approved by the management of the JOYN Group
	2-15 Conflicts of interest	Information not made available
	2-16 Communication of critical concerns	Information not made available
	2-17 Collective knowledge of the highest governance body	Information not made available in this report
	2-18 Evaluation of the performance of the highest governance body	Information not made available in this report
	2-19 Remuneration policies	Information not made available in this report
	2-20 Process to determine remuneration	Information not made available in this report
	2-21 Annual total compensation ratio	Information not made available in this report

Standard GRI	Disclosure	Location / Direct Answer
<b>General Disclosures</b>		
	<b>4. Strategy, policies and practices</b>	
	2-22 Statement on sustainable development strategy	Information available on page 6
	2-23 Policy commitments	The JOYN Group does not have a Sustainability Policy. This will be formalized in 2023/2024
	2-24 Embedding policy commitments	The JOYN Group does not have a Sustainability Policy. The inclusion of each commitment in the organization, with the implementation of initiatives to attain the targets set, is the responsibility of each company or functional area. Management is responsible for the accomplishment of the initiatives, monitoring their implementation and documenting progress made in the respective performance indicators.
	2-25 Processes to remediate negative impacts	The JOYN Group aims to minimize negative impacts, as currently it does not have a formal due diligence process to remedy its negative impacts.
	2-26 Mechanisms for seeking advice and raising concerns	The JOYN Group has various communication channels available with its stakeholders, which enable them to submit concerns on behaviour which is inappropriate for the principles of social and environmental responsibility, or on matters of compliance.
	2-27 Compliance with laws and regulations	Em 2022 não ve verificaram incumprimentos com a legislação aplicável
	2-28 Membership associations	We are not affiliated to any association
	<b>4. Stakeholder engagement</b>	
	2-29 Approach to stakeholder engagement	Information not made available
	2-30 Collective bargaining agreements	The Group has no employees covered by a collective labour agreement. This is not applicable to the sector of activity of the companies of the Group
<b>Material Topics</b>		
<b>GRI 3: Material Topics 2021</b>	3-1 Process to determine material topics	Information made available on pages 15 and 16
	3-2 List of material themes	Information made available on page 16
<b>Social issues</b> Management and development of talent   Equality, diversity and inclusion   Occupational health and safety   Well-being   Community support		
<b>GRI 3: Material Topics 2021</b>	3-3 Management of material issues	Information made available on pages 23,24, 25
<b>GRI 403: Occupational Health and Safety 2018</b>	403-6 Promotion of the health of employees	Information made available on pages 31 and 33
<b>GRI 405: Diversity and Equal Opportunity 2016</b>	405-1 Diversity of administrative bodies and Employees	Information made available on page 26
<b>KPI</b>	Academic qualifications in the team	Information made available on page26
<b>KPI</b>	% of employees who work in a hybrid working model	Information made available on page 26
<b>KPI</b>	Hours of training	Information made available on page 29
<b>GRI 413: Local Communities 2016</b>	413-1 Activities with the involvement of the local community , impact assessment and development programmes	Information made available on page 34
<b>KPI</b>	Value of purchases (products & Services) from local suppliers (Euros)	Information made available on page 34
<b>KPI</b>	National suppliers (%)	Information made available on page34



Standard GRI	Disclosure	Location / Direct Answer
<b>General Disclosures</b>		
<b>Environmental topics</b> Climate and energy   Consumption of resources   Circular business		
<b>GRI 3: Material Topics 2021</b>	3-3 Management of topical material	Information made available on page 38
<b>GRI 305: Emissions 2016</b>	305-2 Direct GHG Emissions (area 1)	Information made available on page 38
<b>GRI 305: Emissions 2016</b>	305-2 Indirect GHG Emissions (area 2)	Information made available on page 38
<b>GRI 305: Emissions 2016</b>	Energy intensity - energy consumption per employee and per m2	Information made available on page 38
<b>KPI</b>	Electricity used (KWh)	Information made available on page 38
<b>KPI</b>	Solar production (KWh)	Information made available on page 38
<b>KPI</b>	Emissions avoided with solar production (TCO2)	Information made available on page 38
<b>KPI</b>	Renewable energy (% of consumption)	Information made available on page 38
<b>KPI</b>	Average use of paper, per employee	Information made available on page 38
<b>Themes in the dimension of governance</b> Ethics and compliance   Data privacy   Cybersecurity and protection of data   Intellectual property   Innovation and quality of service   Solutions with environmental, economic and social benefits		
<b>GRI 3: Material Topics 2021</b>	3-3 Management of topical material	Information made available on page 42
<b>KPI</b>	N.o of reports for unethical conduct	Information made available on page 42
<b>KPI</b>	N.o of infringements of regulations	Information made available on page 42
<b>KPI</b>	Amount of fines paid in terms of irregularities	Information made available on page 42
<b>KPI</b>	No of requests for users information ;	Information made available on page 43
<b>KPI</b>	Monetary losses as a result of legal proceedings associated with user privacy	Information made available on page 43
<b>KPI</b>	No of data security breaches;	Information made available on page 43
<b>KPI</b>	No of users affectd.	Information made available on page 43
<b>KPI</b>	Total quantity of monetary losses as a result of legal proceedings associated with anti-com-petitive regulations .	Information made available on page 44
<b>KPI</b>	N.º of innovations implemented	Information made available on page 45
<b>KPI</b>	Investment in innovation	Information made available on page 45
<b>KPI</b>	N.º of new updated processes	Information made available on page 45

SASB Indicators	Pages
<b>Data Privacy</b>	
Nº of requests about users' information	43
% which resulted in disclosure of employees information	43
Monetary losses as a result of legal procedures associated with user privacy	43
Monetary losses as a result of legal proceedings associated with the privacy of the user	
<b>Cybersecurity and data protection</b>	
Nº of breaches of data security	43
% which involve identifiable personal information	43
Nº of users affected	43
<b>Intellectual property</b>	
Total quantity of monetary losses as a result of legal proceedings associated with regulations against competitive behaviour	44
Business continuity	
Nº of performance problems	45
Nº of services disruptions	45



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**Version:** JOYN

**Project developed by:** Positive Brands

**Consultancy:** Sustentare

**Design:** Creation

**2023**

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