

2024 ESG REPORT

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ESG report overview

About us

PAYSTRAX is a cutting-edge fintech company specialising in providing innovative and secure payment processing solutions to businesses across Europe.

Our business model centres on delivering exceptional value by combining advanced payment technology with personalised customer support. As a fully-licensed Payment Institution, we prioritise compliance, security, and scalability, ensuring that our clients have the tools they need to grow their businesses with confidence.

At PAYSTRAX, we are committed to fostering a culture of sustainability and responsibility. As a proud member of the UN Global Compact, we align our operations with the Ten Principles, encompassing human rights, labour, environment, and anti-corruption. Our ESG efforts are integrated into our daily operations, from reducing our carbon footprint through digital-first solutions to promoting diversity and inclusivity within our team.



Purpose of this report

This ESG report is a voluntary initiative by PAYSTRAX, showing commitment to transparency in our environmental, social, and governance practices. By aligning with the UN Global Compact's Ten Principles, we aim to demonstrate our ongoing efforts in advancing sustainable business practices and creating positive social impact.



At PAYSTRAX, we are committed to sustainable growth, ethical practices, and creating a positive impact on our communities. Our ESG efforts reflect our dedication to environmental responsibility, social progress, and strong governance as we build a resilient, future-focused business."

Jóhannes Ingi Kolbeinsson, CEO



ESG strategy and priorities

Vision, Mission: We believe that sustainability and ethical business practices are integral to the long-term success of any business. PAYSTRAX ESG strategy aligns with the mission to provide innovative payment solutions while minimising environmental impact and fostering an inclusive, transparent, and secure workplace.

Since 2022, we have been actively calculating our carbon footprint, ensuring continuous progress toward reducing our environmental impact. As a proud member of the UN Global Compact, we also submit [annual COP \(Communication on Progress\)](#), further demonstrating our commitment to the Ten Principles.

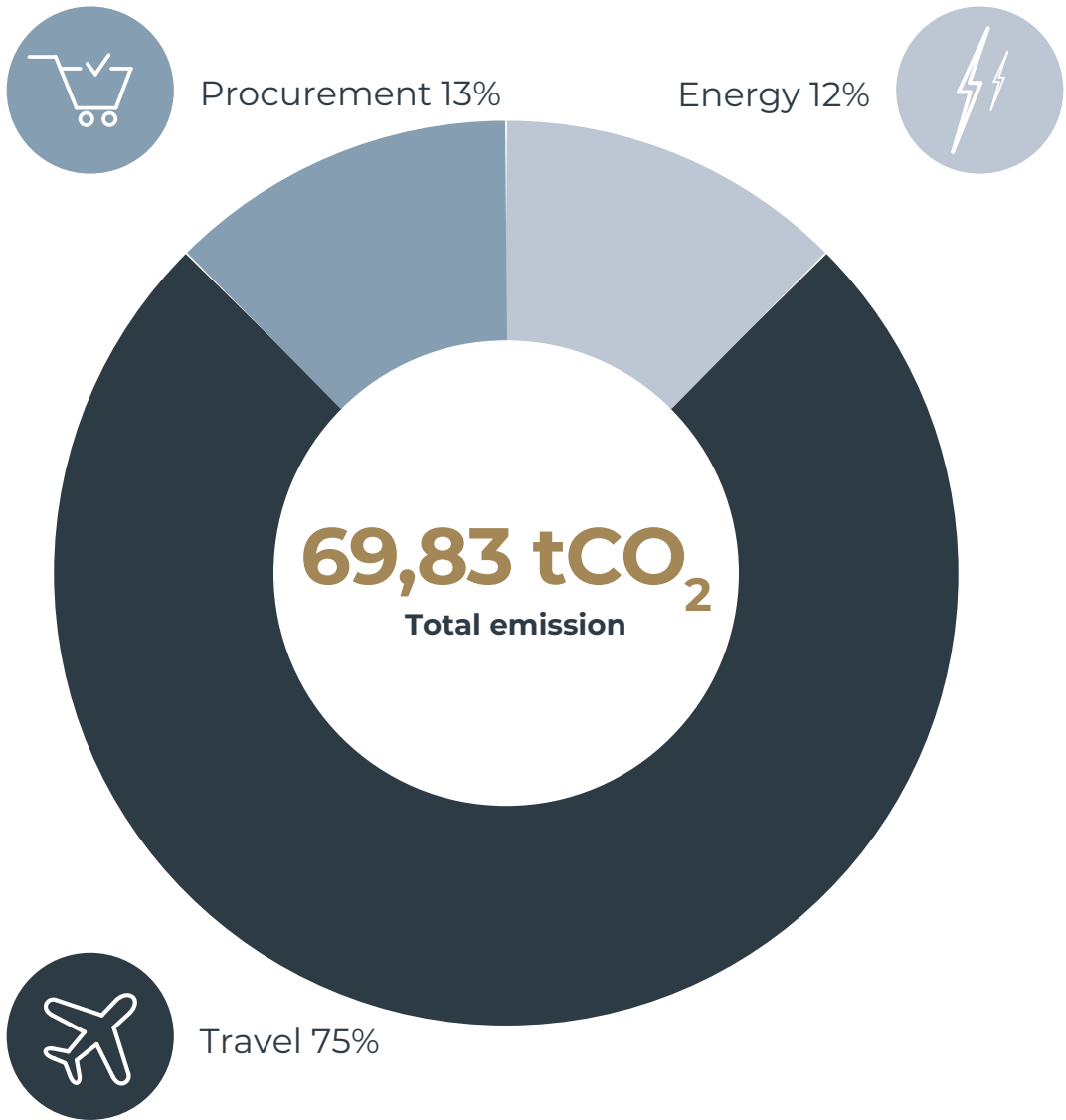
We prioritise employee wellbeing by regularly measuring employee satisfaction ratio and working towards creating a better, more supportive workplace. Additionally, data security and compliance with governance policies remain a key focus, with comprehensive measures in place to protect customer and company information.



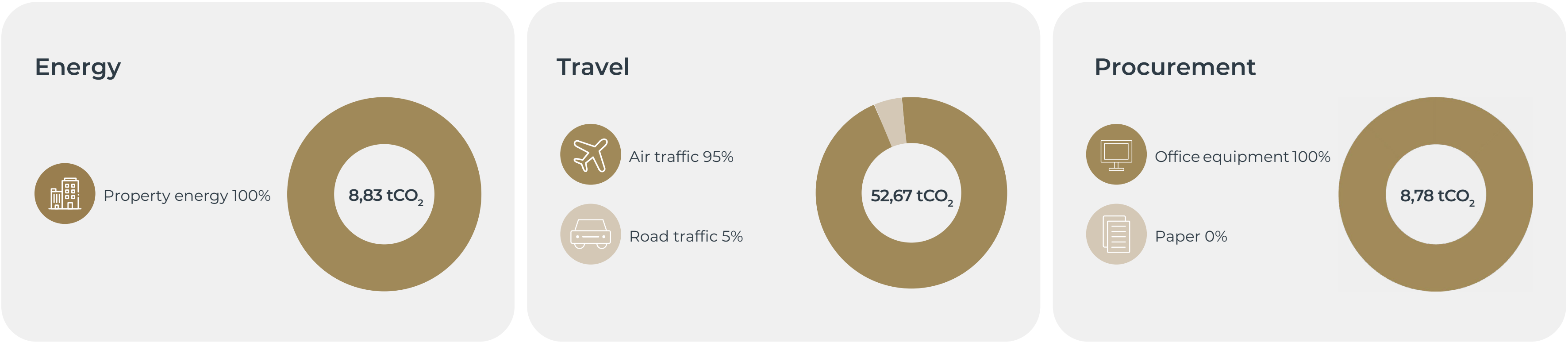
Environmental impact

Carbon dioxide emissions

The majority of PAYSTRAX's total emissions come from travel. As an international company operating across four countries and providing services throughout the EU and the UK, travel is an inherent part of our operations. Given the nature of our business, it is an unavoidable aspect of our service activities. We are actively exploring ways to optimise our travel practices, such as prioritising virtual meetings where possible, using more sustainable transport options, and reducing the overall need for travel. While travel is essential to our global operations, we are committed to using it wisely to minimise its environmental impact.



Our carbon dioxide emissions have drawn significant attention to our headquarters in Vilnius, as it houses the majority of our employees and is our largest office among all locations. Regarding our other offices in Klaipeda, Reykjavik, Brighton, and Malta, the data is less precise, as we co-own only part of the premises on a fixed-fee basis, with electricity, water, and waste included in a single bill for the entire building. Therefore, we are focusing our efforts on Vilnius, with the goal of reducing its emissions. However, travel, procurement, and paper usage are accounted for across all our offices, with every employee contributing to these emissions.



Consumption

Our aim is to reduce carbon dioxide emissions across all PAYSTRAX operations. By implementing targeted strategies, such as improving energy efficiency, optimising travel, and reducing unnecessary equipment purchases and paper usage, we are committed to minimising our environmental impact. We are focusing on areas with the highest emissions and exploring sustainable alternatives to further decrease our carbon footprint. Through ongoing monitoring, collaboration, and innovation, we aim to contribute to a greener future while maintaining operational excellence.



Social responsibility

Employee wellbeing

Mental health support

- » Offering a health insurance package that covers psychology and psychotherapy services.
- » Providing sick leave days without a doctor's notice for personal sick leave or stress management day.
- » Initiating training and introducing procedures for wellbeing at work.

Work-life balance

- » Implementing flexible working hours and remote work options.
- » Introducing family leave policies, such as parental leave or caregiving support.
- » Supporting employees' sports, sponsoring tournaments and marathons.

Physical health & wellness

- » Providing discounts for gyms or fitness memberships.
- » Offering health and wellness challenges (e.g., step challenges, running events).
- » Organising regular health screenings (e.g., health checks, dental checks).

Professional development

- » Encouraging continuous learning with access to courses, workshops, or training.
- » Providing career growth opportunities horizontally and vertically.
- » Offering free monthly and weekly trainings for all employees.

Diversity and inclusion initiatives

- » Ensuring job descriptions use gender-neutral language.
- » Offering unconscious bias training to all employees to foster inclusive behaviour.
- » Implementing non-discrimination policies that protect employees from harassment or bias based on gender, race, religion, etc.
- » Offering gender-neutral bathrooms and ensuring workplace environments are accessible to employees with disabilities.
- » Providing leadership development that focuses on how to be inclusive, empowering managers to build diverse teams and create inclusive cultures within their departments.
- » Ensuring that all employees have equal opportunities for career growth and advancement.

Community engagement

In 2024, PAYSTRAX reinforced its commitment to community engagement through various charitable and volunteer initiatives. Our annual Christmas donation supported a selected charity, contributing to meaningful causes during the holiday season. Employees were also encouraged to take part in volunteer activities at animal shelters. Additionally, we launched a humanitarian drive, inviting employees to contribute and support people in need, further strengthening our commitment to giving back.

Beyond charitable efforts, we focused on mentorship and cultural support within our communities. We introduced a student mentorship programme in Lithuania, offering an introduction to the payments and card acquiring industry. Our aim is to help young professionals understand this industry better. As in previous years, we supported local cultural events, including the "Thank You, Iceland" festival in Vilnius, celebrating international connections and reinforcing our dedication to cultural engagement.

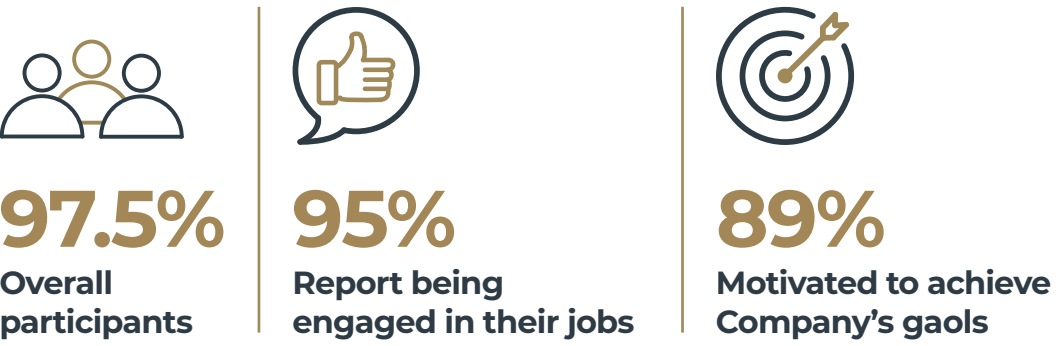


Key metrics

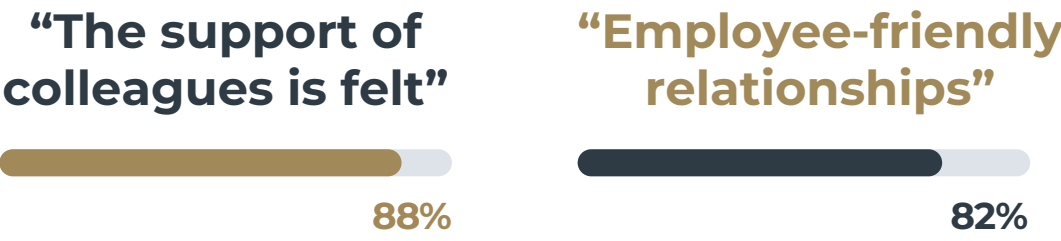
This year, we implemented 44 internal trainings, providing each employee with a minimum of 30 hours of learning opportunities. Additionally, our employees dedicated over 1,200 hours to external trainings, seminars, and conferences, further reinforcing our commitment to continuous improvement and knowledge development.

Employee survey

For the second year in a row, we conducted an Employee Job Satisfaction and Microclimate Survey. This survey provides valuable information about employee needs, opinions and expectations. By taking the gathered data into account, we can better customise our training programmes, improve work processes, and foster a more favourable working environment.



In terms of microclimate from a relationship perspective, we have seen improvements in several areas. The statements "The support of colleagues is felt" and "Employee-friendly relationships" show better results, indicate that employees are bonding more.



The team evaluation has risen to an average rating of 9.19, with each team rating themselves from 1 to 10.

9.19
Employee evaluation

58
eNPS

Our eNPS score of 58 indicates a strong level of employee satisfaction and loyalty, suggesting that a significant number of employees are likely to recommend our organisation as a great place to work.

Governance

Ethical business practices

Commitment to the highest standards of integrity and honesty in all PAYSTRAX activities, including corporate responsibility to the merchants, partners and employees to deter, prevent, detect and respond to any form of financial crime, preventing bribery and corruption, and avoiding activities that may cause conflict of interest.

Data privacy and security

PAYSTRAX complies with General Data Protection Regulation and UK Data Protection Act 2018. PAYSTRAX aims to ensure that the collection and processing of personal data complies with applicable regulatory requirements.

Alignment with UN Global Compact

From 2022 we are fully committed to the Ten Principles of the UN Global Compact, integrating them into our daily operations. Our approach ensures we uphold the standards in human rights, labour, environment, and anti-corruption. We align our business practices with these principles by fostering an inclusive work environment, ensuring ethical labour practices, reducing our environmental impact, and maintaining transparency in all our operations.



Human rights

We respect and protect internationally proclaimed human rights, promoting equality and inclusion.



Labour

We provide fair working conditions, equal opportunities, and ensure no child or forced labour.



Environment

We actively reduce our carbon footprint, promote sustainable practices, and comply with environmental regulations.



Anti-corruption

We uphold integrity and transparency, maintaining zero tolerance for corruption and bribery.

Key pillars

At PAYSTRAX, we focus on three key pillars: Good health and wellbeing, climate action, and quality education. These pillars drive our commitment to a healthier workplace, sustainable practices, and empowering future generations through education, creating lasting value for our employees, partners, and communities.



Our initiatives

- During the summer, 50 of our employees participated in an internal challenge, aiming to walk the letter “P” with their steps. In total, they covered 22,611 km (31,654,794 steps), contributing to a reduction of 4,067 kg of CO₂ emissions. Additionally, we took part in the Sustainable Business League walking challenge, competing alongside various companies in Lithuania to promote an active and eco-friendly lifestyle.
- The Humanitarian Aid Initiative during our Kick-Off event encouraged employees to donate unused, good-condition, and new items to charities in Lithuania, giving them a second life. This effort supported those in need while promoting zero-waste practices and a more sustainable, mindful approach to consumption.
- We provide both in-house and external training, offering employees quality education and opportunities for professional and personal development. Training programmes include communication skills, process and procedure workshops, and hands-on training for various tools and software, ensuring continuous growth and efficiency in the workplace.
- For our Kick-Off event, we had the privilege of hosting Vilborg Arna Gissurardóttir, an Icelandic mountaineer and motivational speaker. She shared her inspiring journey, emphasising resilience, perseverance, and personal growth, leaving a lasting impact on our team.
- We promote quality education and knowledge-sharing through initiatives like student visits to our office and a CEO lecture at Vilnius University. By sharing industry insights and payment process knowledge, we help expand awareness in Lithuania’s niche payments sector, fostering interest and growth among young professionals.
- We introduced an improved private health insurance plan, offering comprehensive coverage to better support the wellbeing of our employees. This enhanced plan includes not only general medical care but also expanded access to mental health services, ensuring employees have the resources they need for both their physical and emotional wellbeing.
- We promote an active lifestyle through participation in events like the International Banks and Financial Institutions Tennis Cup, Wings for Life Run, Vilnius Marathon, Vilties Bėgimas, and Vilnius Half-Marathon, fostering team spirit and wellbeing.
- Instead of Christmas gifts to partners and friends, we make an annual donation to a charity chosen by the company and employees. In 2024, we supported the Order of Malta Relief Organisation, contributing to their efforts to help those in need. By supporting such initiatives, we aim to make a meaningful impact on the lives of the most vulnerable.
- We are registered for the UN Global Compact Communication on Progress (COP), reinforcing our commitment to corporate sustainability and responsible business practices.
- Our CEO participated in a podcast, where he spoke about emotional intelligence training, sharing insights on self-awareness, communication, and emotional resilience.
- We introduced the Bookswap Initiative, allowing employees to share their books in the PAYSTRAX library and exchange them with colleagues. This reduces the need for new books and supports personal development through educational and psychological literature.

Future goals

- Develop and implement a sustainability policy.
- Strengthen carbon emission reduction efforts.
- Increase employee engagement in social initiatives.
- Organise annual donation drives - collect clothing, books, and essential goods for local charities and shelters.
- Support mental health and well-being programs for employees.
- Reduce paper usage by encouraging digital documentation and e-signatures.
- Reduce single-use plastics by promoting reusable cups, bottles, and utensils.

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