

Knowit Group Supplier Code of Conduct

Approved by
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1 Introduction

Knowit's corporate culture is based on fundamental values of a sustainable and humane society and is created in the meeting between conscientious leaders and employees and based on respect for the value and dignity of each person, as well as openness and honesty. In this document, we describe what this means in practice in relation to our suppliers.

This document is binding for both Knowit's suppliers and all employees at Knowit who handle suppliers.

1.1 Founding principles

Knowit complies with the laws and regulations in force in the countries where we operate.

1.2 Knowit's values

Knowit's vision is "*A sustainable and humane society*", and we aim to achieve this by fulfilling our mission of "*Fixing the future together with our clients using strategic, creative and tech skills*". Knowit is a value-driven organization, and our core values reflect what we expect from each other as leaders, as consultants and teams. Our core values are the essence of who we are and how we act together. In fact, value-driven companies often perform better, with higher growth and customer satisfaction paired with a co-operative edge and a taste for change.

- Choose courage
- Trust in transparency
- What's in it for we?

Inspired by our core values, we make one another better. We believe in the strength of networks, and that we can always deliver more innovative and tailored offers when we tap into the knowledge of all our business areas.

2 Code of Conduct

Knowit's policy reflects the ten principles in the UN Global Compact, which contains principles for corporations related to human rights, labor, environment, and anti-corruption. The principles are based on the Universal Declaration of Human Rights, the International Labor Organization's Declaration on Fundamental Principles and Rights at Work, the Rio Declaration on Environment and Development, the United Nations Convention Against Corruption, OECD's guidelines for multinational enterprises and the UN's Guiding Principles on Business and Human Rights. We require the following from our suppliers, even if this entails requirements that are stricter than required under law in the country where they operate:

- Our suppliers shall respect their employees' rights to be members of a labor union and be represented in collective negotiations. No employee making or not making use of this possibility may be discriminated against.
- Our suppliers may only give gifts and offer services within the limits of sound work ethics and on condition that they are within the limits of the laws applicable in the markets where Knowit and the supplier operate.
- Suppliers shall conduct their business in accordance with applicable competition and anti-trust laws. Suppliers must not engage in price fixing, market allocation, bid rigging or other practices that unlawfully restrict competition.
- Suppliers shall maintain accurate and complete business records in accordance with applicable laws and regulations. Records must not be falsified or misrepresented and must reflect business transactions transparently and truthfully.
- Suppliers must comply with applicable export control laws and economic sanctions regulations, including restrictions relating to the transfer of goods, services, technology and financial transactions.
- We do not accept suppliers that use child labourers, slave labour, debt labour, forced or compulsory labour, or engage in any form of human trafficking. Knowit strictly prohibits any practices that exploit individuals or restrict their freedom of movement or employment. Our suppliers shall actively strive for an equal and non-discriminatory recruitment process and workplace.
- Our suppliers shall offer employment terms adapted to the markets on which they operate and always pay at least the regulatory minimum wage in the countries where this exists. All this means that employees at Knowit suppliers are paid above living wages. All employees of the supplier shall have valid employment contracts.
- Working hours shall comply with applicable laws and industry standards. Employees shall not be required to work excessive hours. Overtime shall be voluntary where required by law, compensated in accordance with applicable regulations, and employees shall receive adequate rest periods.
- Our suppliers shall work to ensure a secure and safe work environment.

Knowit expects all suppliers to identify, prevent, and mitigate risks of adverse human rights impacts in their own operations and supply chains. Suppliers must have appropriate policies and

processes in place to ensure respect for human rights, in line with the UN Guiding Principles on Business and Human Rights (UNGP) and the OECD Due Diligence Guidelines for Multinational Enterprises

The suppliers that Knowit hires shall work in accordance with the same basic values as Knowit. This is ensured by Knowit choosing suppliers that, after evaluation by Knowit, are considered to work in accordance with the Knowit Group *Supplier Code of Conduct*. Knowit can also ensure this by having the supplier contractually commit to observing the Knowit Group *Supplier Code of Conduct*.

Some of Knowit's suppliers are also clients of Knowit. In cases when Knowit chooses not to use a supplier with reference to the Knowit Group *Supplier Code of Conduct*, we usually also choose not to have that company as a client.

3 Sustainability Aspects

3.1 Environmental Management

Environmental responsibility is a fundamental expectation of all suppliers and an integrated part of our value chain management.

Suppliers shall actively work to prevent, mitigate and, where possible, eliminate negative environmental impacts arising from their own operations and their supply chains.

Environmental requirements apply proportionately, taking into account the supplier's size, sector and risk exposure.

Suppliers shall:

- Comply with all applicable environmental laws and regulations in the countries where they operate.
- Identify and manage their significant environmental aspects and impacts.
- Maintain documented environmental policies and procedures appropriate to the scale and nature of their operations.
- Upon request, provide relevant environmental information to Knowit.

Suppliers are encouraged to implement structured environmental management systems such as ISO 14001 or equivalent standards.

3.2 Climate Change and Greenhouse Gas Emissions

Suppliers shall recognise climate change as a material global risk and actively contribute to emission reductions.

Suppliers are expected to:

- Measure and manage greenhouse gas emissions in accordance with internationally recognised standards, such as the Greenhouse Gas Protocol.
- Establish emission reduction plans aligned with the objectives of the Paris Agreement and a transition towards a low-carbon economy.
- Increase the use of renewable energy where feasible.

Major suppliers (as defined by Knowit) are expected to:

- Set science-based emission reduction targets aligned with a 1.5°C trajectory.
- Report Scope 1 and Scope 2 emissions annually.
- Upon request, provide relevant Scope 3 emissions data related to goods and services delivered to Knowit.
- Demonstrate continuous progress in reducing emissions.

Suppliers shall cooperate with Knowit in efforts to reduce value chain (Scope 3) emissions.

3.3 Resource Use and Circular Economy

Suppliers shall promote efficient and sustainable management of natural resources.

Suppliers are expected to:

- Minimise waste generation and ensure responsible waste management.
- Promote reuse, refurbishment and life extension of products and equipment where feasible.
- Ensure environmentally sound recycling and disposal of electronic waste.
- Reduce unnecessary packaging and support circular material flows.
- Manage water consumption responsibly and minimise pollution of water resources where relevant to their operations.

Suppliers providing IT equipment, hardware, digital infrastructure or related services shall strive to:

- Increase product durability, repairability and recyclability.
- Reduce the environmental footprint of their products and services over their life cycle.

3.4 Environmental Impact of Digital Infrastructure and Services

Suppliers delivering digital services, cloud solutions, hosting, software components or data infrastructure shall:

- Work systematically to improve energy efficiency of digital services and data centers.

- Provide transparency, where relevant and feasible, regarding the environmental footprint of their services.
- Avoid unnecessary increases in energy consumption or resource use resulting from solution design.
- Where relevant, suppliers should work to power digital infrastructure and data centre operations with renewable energy sources.

Suppliers shall support environmentally responsible digitalisation and avoid practices that significantly increase environmental impact without a mitigation perspective.

3.5 Supply Chain Responsibility

Suppliers shall:

- Implement appropriate due diligence processes to identify, prevent and mitigate environmental risks in their own supply chains.
- Ensure that equivalent sustainability, human rights, labour, environmental and ethical expectations are communicated to their direct suppliers.
- Where relevant based on the supplier's risk exposure, sector, size, the nature of the goods or services provided, or other materiality considerations, such expectations shall also be contractually required of direct suppliers.
- Inform Knowit without delay of significant environmental incidents or breaches that may affect Knowit's operations, customers or reputation.
- Apply risk-based due diligence processes to identify, prevent, mitigate and account for adverse impacts related to human rights, labour conditions, environmental performance and ethical business conduct in their own operations and supply chains.

3.6 Cooperation and Continuous Improvement

Suppliers are expected to continuously improve their sustainability performance and work towards internationally recognised best practices.

Suppliers shall:

- Participate in relevant sustainability dialogues initiated by Knowit.
- Provide accurate and timely information when requested for sustainability reporting or risk assessments.
- Work constructively with Knowit to address identified environmental gaps.

Failure to comply with environmental requirements may lead to corrective actions or, in cases of material breach, termination of the supplier relationship in accordance with section 5 of this document.

4 Security and information security

Knowit's suppliers are expected to continuously ensure the protection of Knowit's and Knowit's customers' assets against both intentional and unintentional threats, in accordance with applicable laws, regulations, contractual requirements, as well as other business needs and expectations.

Knowit's suppliers are expected to respect the intellectual property rights (patents, copyrights, and other rights) relevant to the use of third-party products in solutions developed by the supplier for the benefit of Knowit or Knowit's customers.

In case of a suspected security incident, whether related to physical assets or to information, Knowit's Service desk (which can be reached through Knowit's switchboard +46(0)87006600) is to be informed without delay.

5 Compliance and reporting

Knowit's suppliers shall ensure that all the requirements of the Knowit Group *Supplier Code of Conduct* are monitored and complied with within their operations and, where relevant based on risk and materiality, those of their direct suppliers.

The supplier shall, on its own initiative, report any breaches of the Knowit Group *Supplier Code of Conduct* by contacting the purchaser within Knowit's organization or by sending an e-mail to info@knowit.se.

Suppliers and their employees must be able to raise concerns or report suspected violations of this Code without fear of retaliation. Knowit ensures confidentiality and protection for individuals who report in good faith, either directly to Knowit representatives or through Knowit's external Whistleblower function.

The number of reported breaches of the Knowit Group *Supplier Code of Conduct* per year is measured.

The supplier shall, upon request, be able to demonstrate how equivalent requirements have been communicated to direct suppliers and, where relevant based on risk or materiality, contractually implemented.

The supplier shall provide Knowit with access to its facilities and/or staff, if Knowit requests to inspect the supplier's operations in order to ensure that the supplier fulfils the requirements of the Knowit Group *Supplier Code of Conduct*.

Actions in breach of the Knowit Group *Supplier Code of Conduct* will immediately be attended to and may also be the object of actions and follow-ups or termination of a supplier agreement. In

case of gross breach of the Knowit Group *Supplier Code of Conduct*, the termination of the supplier agreement will be made waving any terms of notice and/or any compensation to the supplier for early termination.