

## Episerver - Sustainability Report

*This sustainability report encompasses Episerver and its subsidiaries.*

Episerver belongs to a prominent low-risk industry with regard to its direct impact on people and the environment. Following the ten principles of the UN Global Compact, the company commits to conducting business ethically with respect for our own employees and those of other companies and to minimizing the negative impact on the environment. Based on these principles, Episerver strives to develop every activity with proper action in areas such as human rights, labor laws, work environment and anti-corruption. Our Code of Conduct outlined below specifies details regarding how we proactively work to achieve this. The conclusion of the report includes targets and plans to certify that risks are mitigated and that we continue to proactively work to ensure sustainability.

### Episerver Code of Conduct

#### 1. Overview

Episerver and its companies, operate in many markets and countries throughout the world, always committed to being a responsible organization that works sustainably, Episerver has developed good ethics and great community commitment. As a commercial organization Episerver strives to work efficiently and achieve profitable results which provides resources for progressive business development and ongoing benefits to customers and partners, as well as contribute to a long-term, sustainable development.

Episerver's business is built on three core values: dependable, collaborative and simple. Paired with these core values is a commitment to sustainability, security and innovation.

In order to ensure responsible behavior, this code of conduct (the "Code") will detail Episerver's responsibilities related its customers, partners, and suppliers (as well as their sub-suppliers and partners), which mimic Episerver's own code of conduct. These requirements are based on Global Compact, the UN's Universal Declaration of Human Rights and International Labour Organization ("ILO") Declaration on Fundamental Principles and Rights at Work, and are the same guiding requirements for Episerver, its employees and owners. The Code shall be communicated to sub-suppliers and partners, and the compliance is continuously monitored. The Code may require an accompanying self-declaration to be completed and signed in order to show how the Code is complied with.

#### 2. General Obligations to the Code

We, the officers and staff of all companies in the Episerver group, recognize our obligations to all who have a stake in our success including shareholders, customers, partners, staff and suppliers; Information about our business shall be communicated clearly and accurately in a non-discriminatory manner and in accordance with local regulations and we expect and require all our business partners, suppliers, and customers to have the same commitment to the Code.

#### 3. Legal, Privacy and Tax Compliance

Episerver shall follow national laws, transnational laws and regulations, as well as pay statutory taxes applicable in the countries where business is carried out. In all instances, Episerver respects national laws and any other laws with an international reach, such as the UK Bribery Act and the US Foreign Corrupt Practices Act, and where relevant industry codes of conduct. Episerver is



committed to acting ethically in all aspects of the business and to maintaining the highest standards of honesty and integrity.

In accordance with national laws and industry codes, Episerver is committed to treating all information relating to its employees, customers, partners and suppliers as confidential. In particular, use of confidential information for purposes other than those explicitly granted is expressly prohibited and confidential information must not be used for personal gain.

We expect our customers, partners and suppliers to act the same and to use this data only for legitimate and authorized business purposes. Customers, partners and suppliers must be clear on when and how they collect, use or share personal data. As Episerver itself is committed to legal, privacy and tax compliance, so it expects its customers, partners and suppliers to take practice the same security measures to protect any and all confidential data.

#### **4. Business Ethics and Corruption**

Actions that involve corruption, breach of trust, fraud, unfair competition, and the like may lead to increased costs, compromised trust of customers, partners and suppliers, and could ultimately be detrimental to Episerver's business. Anything that relates to corruption in a broad sense shall be avoided all costs. If detected, it should be reported immediately, and actions shall be taken to control the behavior.

Episerver will not knowingly engage in work which contains indecent or offensive statements, suggestions or images and will ensure the fair and equitable treatment of minority segments i.e. race, religion, national origin, color, sex, sexual orientation, gender identity or expression, age or disability. We will not undertake any work related to social, environmental and/or human rights which is intended or designed to mislead.

We always consider the potential damage to Episerver's reputation before taking on new customers, partners or suppliers. Potential threats to Episerver's reputation are those activities prospective customers, partners and suppliers may participate in that contribute to the abuse of human rights. To mitigate these risks, Episerver will:

- Not give, offer or accept bribes – cash or otherwise – to - or from any third party, including but not limited to government officials, clients and brokers or their representatives. We will collectively ensure that all staff understands this policy through training, communication and by example;
- Not offer any items of personal inducement to secure business. This is not intended to prohibit appropriate entertainment or the making of occasional gifts of minor value unless the customer has a policy which restricts this;
- Not accept for our personal benefit goods or services of more than a nominal value from suppliers, potential suppliers or other third parties;
- Not have any personal or family conflicts of interest within our businesses or with our suppliers or other third parties with whom we do business.

No corporate contributions of any kind, including the provision of services or materials for less than the market value, may be made to politicians, political parties or action committees, without the prior written approval of the Episerver board of directors.



We expect and require all our business partners, including suppliers, to have the same commitment to business ethics, anti-bribery and anti-corruption provisions.

### 5. **Discrimination**

People that we, our customers, partners and suppliers deal with are to be treated with dignity and respect. We do not harass or discriminate based on culture, nationality, race, religion, gender, political preference, disability, association, sexual orientation, gender identity, age or any other trait that is protected under national law.

We select and promote our people on the basis of their qualifications and merit, without discrimination or concern for culture, nationality, race, religion, gender, political preference, disability, association, sexual orientation, gender identity or age.

Our customers, partners and suppliers shall not allow any kind of discrimination based on culture, nationality, race, religion, gender, political preference, disability, association, sexual orientation, gender identity, age or any other trait that is protected under national law. We expect the same behavior from our own employees, as well.

### 6. **Workplace Environment**

Episerver believes that the workplace should be safe and civilized and therefore will not tolerate sexual harassment, discrimination or offensive behavior of any kind. This includes the persistent demeaning of individuals through words or actions, the display or distribution of offensive material, or the use or possession of weapons on Episerver premises. Episerver shall respect and follow the UN's Universal Declaration of Human Rights as well as ILO's eight core conventions.

Neither will we not tolerate the use, possession or distribution of illegal drugs, or our people reporting for work under the influence of drugs or alcohol.

We expect and require all our business partners and suppliers, to have the same commitment to the workplace environment.

### 7. **Child, forced labor, conditions and salaries**

Episerver shall not facilitate or allow child or forced labor to occur nor should it work with customers, partners or suppliers who do so. People are not to be employed against their will, transported for exploitation, engaged in slavery or servitude, nor deprived of their rights. Legal minimum age requirements as outlined in the relevant ILO conventions and the laws of the countries of operation are adhered to and children under the age of 16 are not to be employed.

The normal working hours may not exceed the number of hours allowed under each respective country's national laws and regulations. In case overtime occurs, it may not be mandatory, and it shall be adequately compensated.

The salary shall be higher than, or equal to, the minimum salary stipulated by national law, however not lower than the so-called "living salary", as defined by the UN. Salary and other benefits shall be paid out regularly and in the currency of the country where the business is carried out.

Customers, partners and suppliers shall not allow any kind of child or forced labor to occur and should strive to meet the same work conditions and salary requirements.



## 8. Sustainability and the Environment

Episerver shall work systematically and actively to minimize the climate and environmental impacts by reducing emissions to air, land and water and shall work to increase the efficiency of resources including raw materials, energy and other natural resources while minimizing waste, emission and noise. There shall also be a systematic approach for reducing the impact on biological diversity. Episerver will comply with all relevant environmental laws and ensure that necessary permits are in place. We care about the communities we operate in, choose to participate in their betterment and listen to their concerns.

Episerver expect and require all our business partners and suppliers, to have the same commitment to sustainability and the environment.

### Targets

#### - Our sustainable work environment and goals to be an attractive employer

Our work environment is extremely important to us, our mission is to ensure that our employees are protected from physical, social and psychological harm but also to ensure that they have a productive and enjoyable environment to work in.

We aim to provide our employees with a work environment and climate that encourages personal and professional development and job satisfaction. Most importantly, we commit to keeping our employees safe from physical harm and workplace hostility so they feel their contributions matter and that they can influence the business in a positive way.

Equality and diversity are essential for an ethically sound environment. The effective flow of information via internal communication channels provides the opportunity for everyone to participate.

Our work environment is also compliant with our values, which means that we work together as one team to create a positive culture. We are committed to providing; an enjoyable, open and honest environment for our employees – one that inspires confidence in our brand and promotes longevity through healthy work-life balance.

A good work environment means the following to Episerver:

- Management of Workplace Health, Safety and Wellbeing (WHSW) should be ongoing based on a close dialogue between the employee and his/her manager. Management's responsiveness, involvement and commitment is essential to achieve a desirable workplace.
- Managers have WHSW responsibilities that has been delegated to them and they receive continuous training and/or information required to perform their delegated WHSW responsibilities.
- Managers should have good knowledge of WHSW and the business to enable them to recognize risks and hazards in the workplace in an early stage.
- All Employees shall have a Development Dialogue meeting at least once per year to ensure that everyone has clear goals and understands their priorities.
- Episerver promotes health and wellbeing, and healthy lifestyles of its employees through planned strategies. Regular physical activity is one way to achieve positive emotional and psychological effects.
- Episerver continuously works to manage stress levels of its employees through WHSW reviews with the goal of identifying conditions that can cause stress and ensure preventative measures are put in place.



- Episerver is responsible for an early, appropriate and coordinated rehabilitation process. The Company works proactively and continuously with rehabilitation to prevent and shorten absence.
- Episerver should provide good facilities, technology tools and procedures, as well as provide comfortable internal climates, including temperature, air quality and lighting.
- Risk assessments should be performed regularly and be documented, addressed and followed up.
- Occupational healthcare will be used as a resource if deemed necessary.
- Protection and safety issues must be continually monitored and tested regularly. All employees should know their responsibilities and mandate in times of crisis.
- Episerver provides all new employees with a thorough onboarding plan to ensure they are introduced to the company and its values.

### Target:

To enable adherence to the above Episerver provides training to all managers and employees regarding how we manage work environment at Episerver. Our target for 2019 was to ensure that all managers have attended this training and this we achieved.

During 2020 our aim is to maintain and ensure that all new managers will attend this training.

### 1. Anti- harassment and discrimination

It is Episerver's policy and responsibility to provide our employees with a workplace free from discrimination and/or sexual (or other) harassment. Harassment based on all protected classifications undermines our workplace morale and our commitment to treat one another with dignity and respect. To that end, harassment of Episerver's employees is absolutely prohibited. Furthermore, any retaliation against an individual who has complained about sexual or other harassment or retaliation against individuals for cooperating with an investigation of a harassment complaint is similarly unlawful and will not be tolerated. To ensure that this is embedded in the organization we provide all managers and employees with training.

### Target:

Our goal for 2019 was to ensure that all employees have attended this training. We succeeded with this goal. The target for 2020 and coming years is to ensure that all new employees will get this training.

### 2. Foreign employees

By 2030, 33 percent of the North European labor force between the ages of 25 and 64 years will have been born outside of Sweden compared to just 20 percent in 2014. Thus, we need to increase our knowledge of cultural difference and the impact this may have on work practices and company culture. To achieve this, we ensure training is provided to managers and employees on a regular basis. Today training is provided as part of employees onboarding and throughout their tenure with the company.

### Target:

In 2018 we aimed to enhance our training offerings to our workforce with more in depth culture and communication trainings. This is an ongoing project where some employees are taking customized courses in Swedish. In 2019 we achieved our goal with getting better understanding of the different cultures within our company. This work will continue in 2020 since it is imperative for our company to have this knowledge.



### 3. Environment

Episerver's greatest environmental impact is carbon dioxide emissions, for which business travel accounts for the largest part. Through our travel policy, we encourage employees to strive to choose more environmentally friendly modes of transport. Above all, we work on the principle of reducing unnecessary travel and, when possible, having digital meetings instead of face-to-face meetings.

#### Target:

To improve our global communication challenges to enhance the team experience. Our goal for 2019 was to reduce our air travel usage by 5 percent and the result was a reduction with 16 percent (15 percent 2018). Because of the current situation with an ongoing epidemic we can set an even higher goal for 2020. We will therefore strive to reduce it by another 50 percent.

The Group's management has several group-wide processes, resources and guidelines in the personnel area. For the group-wide processes, goals are set, and the outcome is monitored regularly.

### 4. Equal Employment Opportunity

At Episerver we work proactively to ensure equal employment opportunity irrespective of gender. Hence, we work closely to certify that all employees are equally compensated by monitoring internal data and external benchmarks.

#### Target:

Our aim is to continue to increase the number of females in our company so that females make up at least 35 percent of our workforce. During 2019 we have increased the number of females with 2 percent which gives us 23 percent females. The total average increase of employees was also 2 percent.

