



# **CORPORATE SOCIAL RESPONSIBILITY REPORT**

November 2019

Version 4

**QMATIC**

# CEO'S STATEMENT

*“Part of being a great company is being a responsible corporate citizen. At Qmatic, we use the term “sustainability” to describe our long-term approach to balancing our business priorities with our social, economic and environmental responsibilities. These efforts align with and support the company’s higher purpose of making the journey as smooth and pleasant as possible for customers, patients, citizens and employees.”*



Robert Ekström  
Chief Executive Officer



# OUR AMBITION

Corporate Social Responsibility (CSR) is important to Qmatic. This CSR Report gives an overview of Qmatic's policies, plans and agreements in order to follow the EU Directive.

Qmatic's Corporate Social Responsibility strategy focuses on people, society, and planet, and prioritizes issues most important to our business and stakeholders, and areas where we can make the greatest impact. We use the Qmatic CSR Report to communicate our approach, objectives, progress and challenges around these high-level priorities.

## ***Vision and Values***

Caring for customers and communities is embedded in our culture. We strive to create positive, lasting impact — socially, economically, and environmentally — through our operations, business practices and community engagement.

## ***Doing business responsibly***

We regularly monitor and refine our governance, business, and risk-management practices to support the financial success of our customers as well as being compliant, and to promote the importance of all team members, partners and suppliers to act ethically and with integrity.



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# OUR VISION AND VALUES

## *Qmatic's vision:*

*A world where everyone gets the help they need, delivered in the best way, at the right time*

## Qmatic Core Values

### Commitment

We go the extra mile. We are passionate about our work and committed to excellence in everything we do.

### Expertise

We demonstrate our experience through the questions we ask. We use this knowledge to drive continuous improvement in our work.

### Teamwork

People are central to everything we do. We value teamwork and build lasting relationships based on trust.

### Ownership

We are dedicated to delivering measurable results. We take responsibility for our performance and the outcome.





# SUSTAINABILITY IN QMATIC

We have three main areas that we focus on in our efforts related to Corporate Social Responsibility;

- ✓ **Environment;** *We are committed to reducing our environmental impact*
- ✓ **Social/Human Rights;** *Respecting human rights is a cornerstone of how we conduct business*
- ✓ **Governance;** *CSR is foundational to our culture and a core value by which we do business*



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# ENVIRONMENT

Qmatic Group AB recognizes that it has a responsibility beyond legal and regulatory requirements. We are committed to reducing our environmental impact and putting the environment at the heart of our strategy and operational methods. We encourage our customers, suppliers and stakeholders to do likewise.

*In 'Qmatic's Environment Policy' we commit to*

- ✓ *Comply with all regulatory requirements,*
- ✓ *Continually improve and monitor environmental performance,*
- ✓ *Continually reduce the environmental impact,*
- ✓ *Incorporate environmental factors in the business decisions and*
- ✓ *Increase employee awareness and training*

Our CEO has the overall responsibility for ensuring that the Qmatic Environmental policy is implemented; however it is the responsibility of all employees to ensure that the policy is implemented in their specific areas of responsibilities. In addition we set the same standards for all our partners and suppliers.

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# SOCIAL/HUMAN RIGHTS

Respecting human rights is a cornerstone of how we conduct business. Our social/human rights program encompasses our full value chain: advocating and defending freedom of expression and rights to privacy through Internet governance and global product standards; being an inclusive employer that respects diversity; and respecting the working conditions, welfare, and human rights of workers in our supply chain.

We advocate for strong freedom of expression and privacy protections, which we believe are fundamental to successful business innovation and a thriving society.

Our Supplier Code of Conduct and supporting audit and capability-building programs set our expectations for key human rights issues, including the prevention of child and forced labor and promoting higher labor standards across the industry. We also continue to work toward having a supply chain without “conflict minerals”.



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# SOCIAL/HUMAN RIGHTS

We have policies and procedures in place to secure compliance;

## ***Qmatic Supplier Code of Conduct***

The Qmatic Supplier Code of Conduct (SCC) is based on “The Ten Principles of the UN Global Compact”. We expect all our suppliers to comply with the SCC as well as all local laws and regulations applicable to their business and country. Thereby also ensuring that their sub-suppliers will act accordingly.

## ***Qmatic Vision and Values***

Qmatic’s vision and values is always at the top of our minds when conducting business. As part of our yearly appraisals we assess our employees based on these.

## ***Crisis Management Plan***

We have a solid plan in place if the worst would happen. To be prepared we also train our management team and key people in the organization to be prepared and know how to act professionally in what could be a stressful situation.

## ***Occupational Health and Safety***

Occupational health and safety shall be considered as a natural part of the work day in Qmatic. A healthy working environment is fundamental for employee effectiveness and work quality.

## ***Policy for equal opportunities***

Equal opportunities reflect our company values. We believe that our continued success depends upon our ability to attract, develop and retain a highly competent and motivated work force.



# GOVERNANCE

Corporate social responsibility is integrated into Qmatic's business strategy and functions. It is foundational to our culture and a core value by which we do business.

Our way of working embeds high standards of governance across our entire operations and we have policies in place which are monitored on a regular basis. Qmatic is ISO certified and we have an AAA rating.



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# GOVERNANCE

We have policies and procedures in place to secure compliance;

## **Code of Ethics**

The Code of Ethics describes the basic principles that form the guidelines of our conduct. Qmatic owes much of its past to sound ethical behavior. Our future successes will continue to be driven by the integrity of each individual in the company. Our performance should always reflect our brand, our visions and values.

## **Bribery and Corruption Policy**

Qmatic has 'zero tolerance' to any acts of bribery and corruption. We are committed to acting professionally, fairly and with integrity in all our business dealings and relationships, wherever we operate in the world.

## **Qmatic Distribution Agreement**

All Qmatic partners are under a distribution agreement which states how we as business partners should act and work together. This agreement is the foundation for what we can do and not do.

## **Channel Management Policy**

Qmatic undertakes to support each partner by managing the sales processes of all its partners in a fair and consistent manner. It shall respect confidentiality of all information provided by a partner and shall not disclose to any other partner.



# OPPORTUNITIES AND RISKS

	Environment	Environment	Social/Human Rights	Governance
<b>Opportunities</b>	<ul style="list-style-type: none"> <li>Cost reduction through smarter transportation routes</li> </ul>	<ul style="list-style-type: none"> <li>Increase the use of environmental friendly or 'green' energy and long-distance heating</li> </ul>	<ul style="list-style-type: none"> <li>Being a trustworthy company as well as competitive advantage in tenders</li> </ul>	<ul style="list-style-type: none"> <li>Gain partner and end-customer trust as well as competitive advantage in tenders</li> </ul>
<b>Risks</b>	<ul style="list-style-type: none"> <li>Large CO2 omission</li> </ul>	<ul style="list-style-type: none"> <li>Large use of non-environmental energy and long-distance heating</li> </ul>	<ul style="list-style-type: none"> <li>Usage of child labor and violation of local Social/Human rights</li> </ul>	<ul style="list-style-type: none"> <li>Bribery and corruption with subsidiaries and partners</li> </ul>
<b>Statement in policy</b>	<ul style="list-style-type: none"> <li>Keep CO2 omissions at lowest possible level through efficient transports</li> </ul>	<ul style="list-style-type: none"> <li>Maximize the use of 'green' energy and green long-distance heating at HQ and in subsidiaries.</li> </ul>	<ul style="list-style-type: none"> <li>Child labor is banned, follow all local rules regarding Social and Human rights</li> </ul>	<ul style="list-style-type: none"> <li>Bribes and corruption are forbidden</li> </ul>
<b>Activities</b>	<ul style="list-style-type: none"> <li>Follow yearly CO2 omission and build plan on how to improve year over year</li> </ul>	<ul style="list-style-type: none"> <li>Follow yearly consumptions of the green energy and long-distance heating and build plan on how to improve year over year</li> </ul>	<ul style="list-style-type: none"> <li>Inspection of outsourced factories and local audits of rules and rights</li> </ul>	<ul style="list-style-type: none"> <li>Review of businesses in countries with high corruption</li> </ul>
<b>KPIs</b>	<ul style="list-style-type: none"> <li>Track CO2 omission and set clear targets per year</li> </ul>	<ul style="list-style-type: none"> <li>Track green energy and long-distance heating consumption and set clear targets per year</li> </ul>	<ul style="list-style-type: none"> <li>Track the number of non-compliance (if any)</li> </ul>	<ul style="list-style-type: none"> <li>Track the number of non-compliance (if any)</li> </ul>

Examples of Qmatic opportunities and risks, which are continuously evaluated and adjusted to current situations

# QMATIC'S CSR FRAMEWORK

Policy in place today	Area	Responsible
Global Code of Conduct	Governance	Legal
Qmatic Bribery and Corruption Policy	Governance	Legal
Distribution Agreement	Governance	Legal
Channel Management Policy	Governance	Sales
Supplier Agreement	Governance /Social	Supply
Qmatic Vision and Values	Governance /Social	HR
Crisis Management Plan	Social	HR
Occupational Health and Safety	Social	HR
Policy for Equal Opportunities	Social	HR
Qmatic Environment Policy	Environment	Supply
Supplier Code of Conduct	Governance /Social	Supply



# EXAMPLES OF QMATIC'S VALUE CREATING EFFORTS



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