



ITIVITI

Work Environment Policy

Itiviti Group AB



Table of Content

- Introduction.....3
- Work Environment Objectives4
- Work Environment.....4
- Development4
- Diversity and Equality.....4
- Gender Equality.....5
- Information and Reporting.....5
- Risk and Management of Crisis5
- Freedom of Association.....5
- Access and External Visitors.....6
- Health and Safety.....6
- Reporting Sickness Absence6
- Travel costs and other expenses6
- Compliance7
- Related Documents.....7
- Applicability7
- Owner.....7
- Appendix 1 – Sexual Harassment8
 - Policy8
 - What Is “Sexual Harassment”?9
 - Examples of sexual harassment.....10
 - Who can be a target of sexual harassment?10
 - Where can sexual harassment occur?11
 - Reporting Sexual Harassment.....11
 - Supervisory Responsibilities11
- Appendix 2 – Working from Home12
 - Policy Statement.....12
 - Making a Request.....12
 - Qualifying Conditions.....12
 - Working Arrangements13
 - Workload reporting and monitoring13
 - Equipment13
 - Insurance Cover13
 - Personal Details and Safety14
 - Confidentiality and access.....14
 - Review of home working arrangement14



Introduction

Preventive work environment management leads to a good working environment that benefits everyone in the workplace.

Itiviti Group's work environment management is carried out in a systematic manner and shall be included as a natural part of Itiviti's activity.



Work Environment Objectives

Itiviti strives to create a healthy physical and psychosocial work environment that is safe and professional and that promotes teamwork, diversity and trust. This includes the strongest commitment to providing equal employment opportunities for all employees. A good working environment is important for all employees to thrive and develop and for Itiviti to recruit and retain skilled co-workers.

Itiviti strives to develop the employees and aims for the work-environmental work to be an integrated part of the manager's daily work.

Work Environment

Itiviti is a type of operation with exclusively clerical work. Potential risks are primarily connected to repetitive strain injury or psychosocial problems. Work injuries and other physical problems such as pain in the shoulders and neck etc., shall be minimized. Itiviti shall also work for a good psychosocial work environment where, for example, stress-related illnesses are minimized.

Each local office has health and safety routines that must be followed. All of our employees and the employees of other companies working on our premises must know these routines. Contact your local office administrator for more information regarding the safety rules at your office.

A safe and secure work environment also means a workplace free from violence. Threats (whether implicit or explicit), intimidation and violence have no place at Itiviti and will not be tolerated.

Itiviti shall examine and investigate any accidents, injuries at work, any longer or frequent sick leaves, to prevent and minimize any future accidents or work related illness.

Development

Each employee is entitled to development discussion with his/her manager each year. A development discussion is a tool for both manager and employee to discuss and follow up performance but also to discuss and follow up both the physical and psychosocial work environment.

Diversity and Equality

Itiviti endeavors to be an attractive employer with fair and equal work conditions. The level of education, work experience and achieved individual results are preconditions for the basis on



which the salary shall be set. Itiviti endeavors a work environment free from all sorts of discrimination.

Gender Equality

Itiviti strives to be an attractive workplace with equal conditions for women and men. A central core value for Itiviti is the idea of equality, which stipulates all individual's equal and unique value, regardless of gender. Women and men shall have the same opportunities, rights and obligations in all events.

Itiviti is and shall be a workplace, free of any kind of discrimination. Itiviti's goal is that gender equality shall be an integrated part of every employee's professional development. Itiviti's HR department regularly monitor the ratio between men and women at each department and salaries are set after level of education, experiences, and performance. Salary discrimination based on gender is strictly prohibited. For further information, please refer to our Gender Equality Policy.

Information and Reporting

If you observe or experience any form of harassment, you should report it to your manager or Human Resources. An investigation will then be conducted and necessary actions taken. We strictly prohibit any form of retaliation against anyone making such a report in good faith.

Risk and Management of Crisis

Itiviti is exposed to various types of risk as a part of the business. The major risks include credit risk, operational risk, liquid risk and market risk. Itiviti's Risk Management Team regularly works to mitigate risks. In addition, Itiviti, like all companies, may be exposed to risk beyond our control such as natural disasters or accidents. Itiviti has a comprehensive Crisis Management Plan, established, implemented and operated by the Crisis Management Team. For more information on Itiviti's Risk and Crisis Management practices, please contact the Chief Financial Officer. You can also consult our Corporate Risk Management Policy.

Freedom of Association

Itiviti employees have the right to join, not join or leave groups of a person's own choosing. Freedom of association includes but is not limited to, trade unions, political parties, debating societies, and religious groups. Any retaliation by Itiviti, due to an employee's association, is strictly prohibited.



Access and External Visitors

Itiviti has technical and organizational procedures to ensure that no unauthorized people can access our premises and/or offices. All Itiviti employees have to sign applicable forms in order to receive a personal keycard when they begin their employment at Itiviti and must return it when they leave the company. External visitors such as, including but not limited to, guests, cleaning staff, landlord and suppliers, may not enter Itiviti's offices without prior approval and not without appropriate security measures. Please view the Information Security Statement for further information.

Health and Safety

Itiviti has a duty to protect its staff's health and safety at work in accordance with all applicable regulations to Itiviti Group entities.

Employees are required to comply with the Health and Safety policy while they are at work and to take Reasonable care of their own health and safety and that of any third party with whom they come into Contact during the course of their employment.

Reporting Sickness Absence

In the event that the member of staff is sick during a period of working at home than the normal employer's sickness reporting must be followed, and this will then count as a sick day regardless of your agreement with Itiviti. We will not accept sick days as working from home, and we do not expect members of staff to work when they are off sick.

Travel costs and other expenses

Itiviti's Travel Manual, stipulates that we as an employer will cover the cost of your journey from Home to work during your standard working week (Monday – Friday). Should a meeting arise on the day you have chosen to work from home you will need to make alternative arrangements to come in for the meeting.

Employees based at home are expected to provide their own furniture, heating, lighting etc. Itiviti will Cover the cost of consumables – stationary etc., and all communications should be done through your work assigned mobile phone to avoid additional charges to your personal phone. Itiviti will not cover the costs of internet or electricity in the event of an employee making a request to work from home. If we as an employer, ask you to work from home we will then cover all costs. [For further information, you can refer to our Travel Manual.](#)



Compliance

Failure to comply with any aspect of this policy or related policies such as Health & Safety and the IT Policies may constitute a disciplinary offence.

Related Documents

This Policy shall be read with together with the other following manual and policies

- Whistleblowing Policy
- Whistleblowing Manual
- Corporate Social Responsibility Policy
- Corporate Social Responsibility Manual
- Gender Equality Policy
- Travel Manual
- Corporate Risk Management Policy

Applicability

This policy applies to all employees of Itiviti Group AB and its subsidiaries. In cases where national regulations cause difficulties regarding the implementation of or differs from the content of this policy, national regulations shall rule in those areas. Other parts of this policy shall still be valid.

Owner

Head of Human Resources.

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Appendix 1 – Sexual Harassment

Itiviti is committed to maintaining a workplace free from sexual harassment. Sexual harassment is a form of workplace discrimination. Itiviti has a zero-tolerance policy for any form of sexual harassment, and all employees are required to work in a manner that prevents sexual harassment in the workplace.

Sexual harassment is against the law. All employees have a legal right to a workplace free from sexual harassment, and employees can enforce this right by filing a complaint internally, or with a government agency, or in court under antidiscrimination laws.

Policy

1. This policy applies to all employees, applicants for employment, interns, whether paid or unpaid, contractors and persons conducting business with Itiviti.
2. Sexual harassment will not be tolerated. Any employee or individual covered by this policy who engages in sexual harassment or retaliation will be subject to remedial and/or disciplinary action, up to and including termination.
3. Retaliation prohibition: no person covered by this policy shall be subject to adverse employment action including being discharged, disciplined, discriminated against, or otherwise subject to adverse employment action because the employee reports an incident of sexual harassment, provides information, or otherwise assists in any investigation of a sexual harassment complaint.

Itiviti has a zero-tolerance policy for such retaliation against anyone who, in good faith complains or provides information about suspected sexual harassment. Any employee of Itiviti who retaliates against anyone involved in a sexual harassment investigation will be subjected to disciplinary action, up to and including termination.

4. Sexual harassment is offensive, is a violation of our policies, is unlawful, and subjects Itiviti to liability for harm to victims of sexual harassment. Harassers may also be individually subject to liability. Employees of every level who engage in sexual harassment, including managers and supervisors who engage in sexual harassment or who knowingly allow such behavior to continue, will be penalized for such misconduct.
5. Itiviti will conduct a prompt, thorough and confidential investigation that ensures due process for all parties, whenever management receives a complaint about sexual harassment, or otherwise knows of possible sexual harassment occurring. Effective corrective action will be taken whenever sexual harassment is found to have occurred. All



employees, including managers and supervisors, are required to cooperate with any internal investigation of sexual harassment.

6. All employees are encouraged to report any harassment or behaviors that violate this policy. Employees should use the Itiviti Whistle Blowing System to report harassment and file complaints.
7. Managers and supervisors are required to report any complaint that they receive, or any harassment that they observe to Human Resources.
8. This policy applies to all employees, paid or unpaid interns, and non-employees and all must follow and uphold this policy. This policy must be posted prominently in all work locations and be provided to employees upon hiring.

What Is “Sexual Harassment”?

Sexual harassment is a form of sex discrimination and is unlawful under federal, state, and (where applicable) local law. Sexual harassment includes harassment on the basis of sex, sexual orientation, gender identity and the status of being transgender.

Sexual harassment includes unwelcome conduct which is either of a sexual nature, or which is directed at an individual because of that individual’s sex when:

- Such conduct has the purpose or effect of unreasonably interfering with an individual’s work performance or creating an intimidating, hostile or offensive work environment, even if the complaining individual is not the intended target of the sexual harassment;
- Such conduct is made either explicitly or implicitly a term or condition of employment; or
- Submission to or rejection of such conduct is used as the basis for employment decisions affecting an individual’s employment.

A sexually harassing hostile work environment consists of words, signs, jokes, pranks, intimidation or physical violence which are of a sexual nature, or which are directed at an individual because of that individual’s sex. Sexual harassment also consists of any unwanted verbal or physical advances, sexually explicit derogatory statements or sexually discriminatory remarks made by someone which are offensive or objectionable to the recipient, which cause the recipient discomfort or humiliation, which interfere with the recipient’s job performance.

Sexual harassment also occurs when a person in authority tries to trade job benefits for sexual favors. This can include hiring, promotion, continued employment or any other terms, conditions or privileges of employment. This is also called “quid pro quo” harassment.



Any employee who feels harassed should complain so that any violation of this policy can be corrected promptly. Any harassing conduct, even a single incident, can be addressed under this policy.

Examples of sexual harassment

The following describes some of the types of acts that may be unlawful sexual harassment and that are strictly prohibited:

- Physical assaults of a sexual nature, such as:
 - Touching, pinching, patting, grabbing, brushing against another employee's body or poking another employees' body;
 - Rape, sexual battery, molestation or attempts to commit these assaults.
- Unwanted sexual advances or propositions, such as:
 - Requests for sexual favors accompanied by implied or overt threats concerning the victim's job performance evaluation, a promotion or other job benefits or detriments;
 - Subtle or obvious pressure for unwelcome sexual activities.
- Sexually oriented gestures, noises, remarks, jokes or comments about a person's sexuality or sexual experience, which create a hostile work environment.
- Sexual or discriminatory displays or publications anywhere in the workplace, such as:
 - Displaying pictures, posters, calendars, graffiti, objects, promotional material, reading materials or other materials that are sexually demeaning or pornographic. This includes such sexual displays on workplace computers or cell phones and sharing such displays while in the workplace.
- Hostile actions taken against an individual because of that individual's sex, sexual orientation, gender identity and the status of being transgender, such as:
 - Interfering with, destroying or damaging a person's workstation, tools or equipment, or otherwise interfering with the individual's ability to perform the job;
 - Sabotaging an individual's work;
 - Bullying, yelling, name-calling.

Who can be a target of sexual harassment?

Sexual harassment can occur between any individuals, regardless of their sex or gender. Employees, paid or unpaid interns, and non-employees, including independent contractors, and those employed by companies contracting to provide services in the workplace are protected by applicable law. A perpetrator of sexual harassment can be a superior, a subordinate, a coworker or anyone in the workplace including an independent contractor, contract worker, vendor, client, customer or visitor.



Where can sexual harassment occur?

Unlawful sexual harassment is not limited to the physical workplace itself. It can occur while employees are traveling for business or at employer sponsored events or parties. Calls, texts, emails, and social media usage by employees can constitute unlawful workplace harassment, even if they occur away from the workplace premises or not during work hours.

Reporting Sexual Harassment

Preventing sexual harassment is everyone's responsibility. Itiviti cannot prevent or remedy sexual harassment unless it knows about it. Any employee, paid or unpaid intern or nonemployee who has been subjected to behavior that may constitute sexual harassment is encouraged to report such behavior to a supervisor, manager or Human Resources.

Anyone who witnesses or becomes aware of potential instances of sexual harassment should report such behavior to a supervisor, manager or Human Resources.

Reports of sexual harassment should be made through the Whistle Blowing System of Itiviti, please review the local Whistleblowing Manual for guidance.

Supervisory Responsibilities

All supervisors and managers who receive a complaint or information about suspected sexual harassment, observe what may be sexually harassing behavior or for any reason suspect that sexual harassment is occurring, are required to report such suspected sexual harassment to Human Resources.

In addition to being subject to discipline if they engaged in sexually harassing conduct themselves, supervisors and managers will be subject to discipline for failing to report suspected sexual harassment or otherwise knowingly allowing sexual harassment to continue.

Supervisors and managers will also be subject to discipline for engaging in any retaliation.



Appendix 2 – Working from Home

Policy Statement

Itiviti recognises that there may, on occasions be circumstances when it would be more beneficial or flexible for staff to work at home, either on a permanent basis, or in order to complete a particular task, for example a special project or funding bid. However, it is not possible to offer home working to all staff as the requirements of some jobs will not be suitable for such arrangements.

The policy outlines the guidelines and the procedure you must follow when making a request to work from home.

This does not relate to occasional working from home at short notice.

Making a Request

When an employee makes a request, prior permission is required before an employee can work from home.

If this is to be a regular weekly occurrence the employee should make the request through their Line Manager and HR Department.

The employee will then be asked to fill out a “Flexible Working – Request for evidence of eligibility”. Serious consideration will be given to any such requests and a decision regarding the suitability of working at home will take into account all relevant circumstances.

The employee will then be asked to attend a meeting to discuss his / her request for flexible working. The Line Manager and HR Department will then make a decision based on all the information and once they have established whether this will have a detrimental effect on the employee’s work.

In the event the Line Manager rejects the request for flexible working, the company will not accept a request for another 12 months.

Working from Home will be accepted on an initial 3-month probationary period and will be reviewed every 12 months thereafter. Itiviti reserves the right to withdraw their approval for home working if they believe its use is being abused.

Qualifying Conditions

Flexible working is totally dependent upon certain criteria being fulfilled, these being that the Employee:

- Has obtained prior agreement for home working / flexible working from his / her line manager.



- Both the employee and the line manager have discussed the request in a meeting, which the line manager has reviewed and come to a decision.
- Does not have other commitments with the employer, or elsewhere at that time, including dependent care responsibilities that would conflict with the requirements to work. It is not considered appropriate to combine home based working with dependent care. Employees are expected to make appropriate arrangements for the care of any dependents during working hours. Home working should not be viewed as an alternative to paid dependent care.
- Has notified both her / his line manager of her / his hours of work and location.
- Has a contact telephone number and is available to be contacted during the nominated times.
- Has agreed to all the terms stipulated and signed to approve temporary / permanent changes to their employment contract.

Working Arrangements

Workload reporting and monitoring

All arrangements for monitoring, supervision, setting workloads, etc. will be agreed with the employee's line manager in line with normal procedures.

For one – off home working, the precise project or task must be agreed beforehand.

Equipment

Employees who are required to work from home for any reason would normally have all equipment and associated costs covered by Itiviti.

When an employee chooses to work from home, and this is agreed by the line manager, they would normally provide their own equipment.

Any equipment provided by Itiviti for the purposes of working at home will be inspected and maintained by Itiviti. The member of staff is required to take good care of all equipment, to keep it secure and to use it in accordance with operating instructions, and the IT Policy.

Any equipment must be returned at the end of the arrangement. Should there be any loss or damage to company equipment when the employee is working from home. The company reserves the right to deduct these charges from the employee's salary.

Insurance Cover

Employees are advised that working from home may affect the provisions of any home contents insurance and are advised to inform their insurers prior to commencing working from home. Computer equipment will be insured through the insurance policies. Laptops are insured while in suitable secured premises or on the person.



Personal Details and Safety

Employees are advised not to release their home address and telephone number to non – members of staff. Employees are also strongly advised not to meet clients or customers at home at any time. If an urgent meeting is required on a working from home day, it is advised you go to a neutral setting.

Confidentiality and access

Equipment and files should only be accessible to the employee and safeguarded from access by other members of the household and visitors. Other members of staff should have access at a reasonable time to equipment and any paper records kept at any employee's home.

Review of home working arrangement

Itiviti reserves the right to review the agreement to work from home at any time. There will be an initial 3-month probationary period. This will then be closely monitored but reviewed every 12 months at the employer's discretion and no changes will be made should they deem the employee has managed to perform their duties well enough from home. This policy is also subject to review and does not form part of any contract of employment.