

Sustainability Report 2019

Axiell Group AB



The work with sustainability issues within our company's internal procedures and within the framework of the solutions and processes that directly impact customer activities constitutes an important area of focus for all employees at the company. This work, which has been strongly influenced by the platform provided by *ISO 14001*, also has a natural connection to the current policy for quality-related measures, the first edition of which came into effect on 1 January 2014. Together, these sources of information constitute an essential condition for our ability to maintain and develop the company's leading market position.

This fundamental approach to the importance of sustainability measures shall characterise every level and department within the company, and consequently it is the obligation of every company, economic unit or equivalent to develop and maintain procedures and relevant limits or outcome indicators which together produce the desired effects.

The work with sustainability issues within Axiell Group is based on the overall guidelines which the company's board of directors and management group have adopted and monitor for compliance. The management group shall perform an annual review of the function and effectiveness of the sustainability work and shall without delay provide resources for and implement the corrective actions which may be required, including updating this document in connection with the company's annual report.

The following should be viewed as a summary of relevant information about the sustainability perspective of some of the most important undertakings or processes which, when well managed, constitute an essential condition for a truly good and trustful relationship between Customer and Supplier.

Organisationally, the sustainability work at Axiell Group pursuant to the above rests on two pillars; the requirements are partly established at group level and are otherwise managed locally and within the framework of each individual company's resources and structures.

CEO Joel Sommerfeldt has primary responsibility for this area within the management group. In order to develop and enhance engagement in both the short and long term, he has the right to direct and allocate, to the necessary extent, the time and resources of his own staff as well as his colleagues within the management group.



The company and its business model

Axiell is the most innovative, reliable partner for archives, libraries and museums, schools and authorities globally in their mission to build the inclusive knowledge society [Axiell's vision]

The *Public Libraries* business area delivers turnkey IT solutions and services in the Nordic region and Europe. Focus is placed on freeing up time for library staff, with focus on the end user, the citizen, in order to safeguard the role of libraries in the preservation and development of society's resources and driving forces for knowledge and development. This is achieved by enhancing the role of the library as a meeting place, digitally and physically, for the development of reading, lifelong learning and creative and democratic citizenship, both today and tomorrow.

The *Education* sector, which is part of the *Public Libraries* business area, delivers cloud-based solutions to schools in the Nordic region. We are convinced that literature and access to digital tools open up new worlds and broaden the consciousness of individuals. The school library deserves to hold a strong position in the world of schooling and education. Our solutions and services support the work aimed at achieving schools' objectives for pupils and school classes.

The *Archives, Libraries & Museums (ALM)* business area is the leading supplier of IT solutions and services for archives and museums globally. Our customers have access to services for the preservation of cultural heritage and services that support the work involving democracy, culture and education. We create technology for the management and presentation of our cultural heritage, and technology that supports the need for structured and accessible information in the field of research.

The *Media* business area builds a channel in the Nordic region for the distribution of electronic media, including e-books, in a digital world. In a digital society, we take responsibility for ensuring that electronic media will be able to be provided via our platform, which supports the communication and mediation process between publishers and libraries, publishers and sales channels and thus the end users (i.e. readers).



Values

Respect – we respect and take responsibility for our customers and each other in an open and honest manner.

Teamwork – we believe in sharing knowledge with each other and with our customers. Dialogue and an open mind engage and motivate group members and customers alike.

Innovation – we strive to position ourselves at the forefront of developments and to find creative solutions. We promote a creative and transparent work environment with the aim of encouraging innovative ideas.

Dedication – we go the extra mile for our customers and employees. We work closely with our customers in order to understand their needs and challenges, so that we are able to meet today's and tomorrow's requirements. We listen, and we adapt accordingly.

Enjoyment and success – if we don't enjoy what we do, we won't succeed. We encourage a positive atmosphere that enables us to share in and enjoy the success of our employees and customers.

Environment

Policy

In the course of our business activities, and in line with our mission statement, we shall work actively to protect the environment. The following is a summary of the ways in which we strive to conduct our activities as sustainably as possible.

External environmental measures

Environmental considerations and awareness of how we can contribute to a more sustainable society are important principles for us and the activities we conduct.

We operate in an industry where we can make a contribution by developing products and services that contribute, in one way or another, to facilitating measures aimed at conserving our common resources. This may be achieved, for example, through the creation of technical applications aimed at reducing transportation and facilitating remote learning.

It is therefore important for us to be aware of our ability and opportunities to contribute to positive developments of this nature. This is formulated as the first point in our environmental policy.

- ✓ We strive, based on the needs of our customers, to develop products and services that can contribute to sustainable utilisation of our common resources.



Axiell has developed the first public library system for the market, Quria, which can be operated as an entirely cloud-based platform in a service for all customers. The school library system WeLib has a similar design. This reduces the carbon footprint and environmental impact. All of Axiell's systems can be made available in a cloud-based environment for customers desiring such solutions.

Internal environmental measures

It is also important for us to recognise and be aware of the environmental impact of our own activities. We must be able to identify the activities within our company that result in environmental impact, and we must be able to quantify the scope of such impact. This is also formulated in our environmental policy.

- ✓ Through our internal environmental measures, we conserve our material resources and strive to achieve reduced energy consumption.

Environmental laws and environmental goals

A third important part of our environmental policy is that we are aware of the environmental laws that govern us and our activities as well as the national environmental goals on which we must always base our environmental measures. This is formulated in our environmental policy.

- ✓ Our environmental measures are designed in accordance with the laws and guidelines set by society.

In order to be able to obtain and maintain knowledge about the laws that are applicable to us and our activities, we have gathered together the relevant environmental laws in a common document that provides an overview of the laws to which we are subject.

Compliance and monitoring

In order to ensure compliance with our environmental policy and the achievement of our goals, our environmental measures need to be continually reviewed and audited. This is formulated as the final point in our environmental policy.

- ✓ Within Axiell we put in place systematic environmental measures whereby we implement continuous improvements and perform continual reviews and audits of our processes and procedures and our awareness of environmental issues.

Risk management

A regular analysis is performed of the risks that exist in our business. The aim is to identify and implement the corrective actions required on an ongoing basis.

Social conditions and personnel

Policy

A fundamental principle of the company's HR policy is that we view the organisation as a knowledge enterprise and that the skills, knowledge and endeavours of our employees are therefore crucial to the company's ability to achieve its goals and visions. We want to provide each and every individual with an opportunity to develop, so that step by step they will be able to take on more responsibility and more highly qualified duties.

The most important form of learning occurs in the course of the daily work, although we shall also offer opportunities for further training and education and competence development. The initiative and endeavours of our employees are of great importance to the success of the company.



It is an employee's immediate manager who is responsible for ensuring that employees are able to make the most of their opportunities for development and that competence development takes place on the basis of the needs of employees and the company. Delegation of responsibilities and duties is an important aspect of the company's development measures. Managers are responsible for ensuring that such delegation takes place.

Axiell is a company that promotes diversity and gender equality and rejects discrimination. Promoting diversity means acknowledging, respecting and valuing different possibilities for individuals to contribute, and realising the full potential of individuals by actively working to create and maintain an inclusive environment for all employees. Promoting gender equality and rejecting discrimination means ensuring that individuals or groups are treated fairly and on equal terms, regardless of ethnicity, gender, religion, sexual orientation or physical abilities.

The company consists of white-collar workers and is subject in Sweden to the collective agreement between Unionen, Sveriges Ingenjörer (the Swedish Association of Graduate Engineers), Civilekonomerna (the Swedish Association of Graduates in Business Administration and Economics) and IT & Telekomföretagen (Swedish IT and Telecom Industries) within Almega. The collective agreement also applies to employees who are not members of a trade union. As far as practically possible, and considering local conditions and regulations, equivalent undertakings shall be established within all our other offices throughout the world.

Discrimination and gender equality

The work aimed at counteracting discrimination and promoting gender equality deserves further attention. Applicable prohibitions against discrimination in connection with recruitment, promotion, salary setting, management and the allocation of duties etc. entail a responsibility on the part of all employees to counteract discrimination. Managers responsible for employees have a particular responsibility in this context. The existence or occurrence of any forms of discrimination shall be reported to these managers.

All employees, regardless of gender, have the same conditions in relation to the various work duties at the company. Consequently, persons of all genders shall be treated equally in connection with internal and external recruitment processes.

The principle of gender equality shall also apply in connection with (for example) career development and salary setting. All assessments in such contexts shall be performed solely on the basis of objective and gender-neutral circumstances relating to competence and suitability.

The company strives to achieve as equal a gender distribution as possible in relation to different types of work duties. All employees are entitled to be treated with respect and with consideration of each individual's legitimate entitlement to privacy and integrity, regardless of gender or other dissimilarities. Harassment will not be tolerated at our company.

It is the responsibility of all employees to ensure compliance with the company's anti-discrimination and gender equality policy. All managers with responsibility for employees are responsible for oversight of compliance with the policy.



Managers and employees are encouraged to constantly be observant in relation to potential sexual harassment at the company. Such behaviour will not be tolerated at our company. The safety officer, trade union representative or equivalent also has an important role to play in relation to this work.

Measures need to be implemented to promote a more even gender distribution in connection with internal and external recruitment processes. Consequently, all recruitment-related matters shall go via the HR function. HR is responsible for designing and formulating ads and also takes part in the selection process, with the specific aim of achieving a more even gender distribution. As far as possible, the under-represented gender within each profession or occupational area shall be afforded precedence in connection with recruitment.

The head of HR is responsible for ensuring that any identified irregular salary differences between men and women are rectified at future salary reviews.

Gender equality measures of a simpler nature shall be implemented immediately. More comprehensive measures shall be included in the gender equality plan.

Occupational health and safety

The company has the overall goal of creating a good work environment for all employees. Risks to ill health, both physical and mental, shall be prevented. In this context, endeavours shall be made to ensure that all employees, regardless of their work duties, are provided with opportunities for influence and development as well as cooperation and social contact.

Naturally it is the company that has the ultimate responsibility for health and safety at the company. That said, each and every employee also has a responsibility to work for and contribute to the creation and maintenance of a good work environment and a good atmosphere at the company.

Health and safety work shall be conducted partly as a natural part of the daily work, and partly as part of a systematic approach involving regular inspections of the work environment and the implementation and monitoring of agreed/resolved measures. The CEO is responsible for the systematic health and safety work within his business area. This work covers all physical, psychological and social conditions of importance to the work environment.

Applicable rules and regulations for the prevention of victimisation of individual employees constitute an important platform for our HR work. These rules and regulations form the basis for how we, as work colleagues, should behave towards and treat each other.

Our ambition is to have a work atmosphere characterised by positivity and mutual respect, as well as job satisfaction, enjoyment and comradeship. No one should need to feel victimised or bullied by another person at the workplace.

Any employee who observes or perceives tendencies towards victimisation or bullying should therefore initially attempt to resolve the situation by speaking with the person(s) who is/are acting improperly. If this does not help, the matter should be reported to the immediate manager. The manager is then responsible for ensuring that appropriate action is taken.

Employees who feel or perceive that they are being subjected to victimisation or harassment can turn to their immediate manager to discuss the situation. Employees are, of course, also entitled to contact a safety officer or other trade union representative instead, in which case the safety officer/trade union representative will inform the immediate manager and HR function about the situation.



The role and responsibility of the HR function is to act in an advisory capacity and to monitor and follow up the actions that need to be taken so that problems can be resolved.

Results and follow-up

The employee surveys conducted at the company have been an important part of the company's HR work. The latest employee survey (2019) focused on leadership and employee engagement. The overall results of the survey led to the identification of the need to place particular focus on competence development, and measures to that effect were initiated within the whole of Axiell in 2019. A new survey will be conducted during Q3 2020.

Respect for human rights

Axiell Group builds technology that fosters enlightenment, equality, the right to education, cultural heritage and preservation, and information sharing. We believe we have a greater cause. We are more relevant than ever – Joel Sommerfeldt, CEO

The United Nations' 17 Sustainable Development Goals (SDGs) constitute an excellent reference framework for all business activities. Axiell collaborates with our customers within areas which in many ways are relevant to these goals.

The activities conducted by museums and archives provide an understanding of history in all its aspects and can also point the way to a possible future. Apart from directing services at physical and virtual visitors, they also support educational institutions at all levels of society. Together with public libraries, museums, archives and libraries at educational institutions constitute a platform for lifelong learning. Public libraries also promote reading, and their activities support the development of creative and democratic citizens.

The fact that Axiell's solutions can be used locally and inclusively enhances culture, local collaboration and development. Local cultural institutions support people's associations and connections with historical and contemporary aspects of their lives, as well as their possibilities to effect change.

Axiell's services are strategically locally oriented, while metadata and integration interfaces are designed for the exchange of information regionally, nationally and globally.

Together, cultural and educational institutions have an extremely important role to play in relation to continuous measures aimed at achieving a developed, equal society in which culture can be made available to each and every citizen to a greater extent than previously through inclusive measures, especially digitally.

Axiell's business activities are dependent on the existence of strong cultural and educational institutions. By working in collaboration with these institutions to deliver services that reconcile, strengthen and develop, Axiell is part of the creation of social benefits that go beyond the job opportunities and growth provided by companies.

The following is a description of some of the targets and actions in the UN's 17 SDGs which are applicable to the activities supported by Axiell.

4.7 By 2030, ensure that all learners acquire the knowledge and skills needed to promote sustainable development, including, among others, through education for sustainable development and sustainable lifestyles, human rights, gender equality, promotion



of a culture of peace and non-violence, global citizenship and appreciation of cultural diversity and of culture's contribution to sustainable development.

5.b Enhance the use of enabling technology, in particular information and communications technology, to promote the empowerment of women.

5.5 Ensure women's full and effective participation and equal opportunities for leadership at all levels of decision-making in political, economic and public life.

7.a By 2030, enhance international cooperation to facilitate access to clean energy research and technology, including renewable energy, energy efficiency and advanced and cleaner fossil-fuel technology, and promote investment in energy infrastructure and clean energy technology.

8.3 Promote development-oriented policies that support productive activities, decent job creation, entrepreneurship, creativity and innovation, and encourage the formalisation and growth of micro-, small- and medium-sized enterprises, including through access to financial services.

8.6 By 2020, substantially reduce the proportion of youth not in employment, education or training.

9.1 Develop quality, reliable, sustainable and resilient infrastructure, including regional and transborder infrastructure, to support economic development and human well-being, with a focus on affordable and equitable access for all.

10.2 By 2030, empower and promote the social, economic and political inclusion of all, irrespective of age, sex, disability, race, ethnicity, origin, religion or economic or other status.

10.3 Ensure equal opportunity and reduce inequalities of outcome, including by eliminating discriminatory laws, policies and practices and promoting appropriate legislation, policies and action in this regard.

11.4 Strengthen efforts to protect and safeguard the world's cultural and natural heritage.

12.8 By 2030, ensure that people everywhere have the relevant information and awareness for sustainable development and lifestyles in harmony with nature.

13.3 Improve education, awareness-raising and human and institutional capacity on climate change mitigation, adaptation, impact reduction and early warning.

16.7 Ensure responsive, inclusive, participatory and representative decision-making at all levels.

16.10 Ensure public access to information and protect fundamental freedoms, in accordance with national legislation and international agreements.

17.17 Encourage and promote effective public, public-private and civil society partnerships, building on the experience and resourcing strategies of partnerships.

Anti-corruption

A separate anti-corruption policy has not yet been produced and adopted within the company. The main reason for this is that Axiell's activities have thus far only been subject to such challenges to a very small extent. All companies are, however, subject to obvious restrictions in relation to various types of corporate entertainment. Our corporate entertainment shall be based on sound judgement regarding what is reasonable and equitable in each situation. This applies to external as well as internal entertainment. All entertainment shall have a clear connection with the activities being conducted in terms of both the purpose and the timing of the entertainment. Entertainment is only permitted in connection with our normal activities. It must be justified in relation to the activities and must be of reasonable scope.

The risks of corruption in connection with the company's future development are deemed to be small, however, it is the responsibility of all operational managers to carefully monitor the need for more detailed rules and regulations within this area, in particular in connection with any acquisitions.

This report makes reference to a number of policy documents which are compiled in a folder together with this year's sustainability report.

