

OUR FOUNDATION

Responsible business enabling sustainable healthcare



Message from the CEO

The growth and success of Arjo depend on the trust of our employees, customers, shareholders and the local communities where we operate.

Since Arjo was founded in 1957 we have devoted our energy to improving the conditions for patient mobility in care environments, helping caregivers to provide better and more efficient care to meet growing global healthcare needs. With sustainability as a fundamental part of Arjo's DNA, ingrained in every part of the organization, we create sustainable value for patients, caregivers and care providers – as well as society at large.

We work actively to reduce our environmental footprint and ensure the sustainable use of energy and resources, as well as expand our contribution to a circular economy.

Our long-term relationships with both customers and suppliers are based on sound business ethics and clear principles for compliance. As a trusted partner to healthcare, we expect the highest standard of business ethics from our own operations as well as from our suppliers and business partners.

At Arjo, we promote a culture based on diversity, equity and inclusion. We put a premium on a high level health and safety for both employees and business partners and we have a strong community engagement.

The Arjo Sustainability Framework is a central element of our strategy and an integral part of our core business. With clear targets and activities we ensure continuous improvements in our own operations and throughout the value chain.

Together with our partners and customers, we want to contribute to a more sustainable healthcare sector.



Joacim Lindoff
President & CEO

"Together with our partners and customers, we want to contribute to a more sustainable healthcare sector."



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Introduction

Our commitment to a responsible and sustainable business

Arjo is a human-centric company with a clear vision: to be the most trusted partner in driving healthier outcomes for people facing mobility challenges. We have a genuine passion and extensive know-how in enabling care and improving the quality of life for people with reduced mobility and age-related health challenges.

Research shows a clear connection between mobility and people's physical and mental well-being. As leading specialists in the field, our role is to make more high-quality care available to more people, and thereby contribute to a more sustainable healthcare.

Our Guiding Principles and Leadership Behaviors

To promote a customer-oriented and sustainable corporate culture, Arjo has developed Guiding Principles and a set of Leadership Behaviors. They are both vital platforms for daily operations as well as for executing on our corporate strategy.

The Guiding Principles serve as Arjo's core values and apply to the entire organization. Based on the Guiding Principles and Leadership Behaviors we want to create sound work conditions that offer all employees opportunities and growth. Arjo builds a culture based on diversity, equity and inclusion, and puts a premium on a high level of occupational health and safety for employees and partners.

Active collaboration for responsible business

Arjo is a global company building long-term relationships with both customers and suppliers based on sound business ethics and clear principles for compliance.

We have a broad network of suppliers and other business partners, and place the same high demands on them as on our own operations, with zero tolerance for all forms of corruption, fraud and bribery. Our Business Compliance Committee, chaired by the President and CEO, leads and coordinates the efforts within business ethics and compliance in the Group.

Sustainable Healthcare at our core

The global healthcare system is facing a number of challenges such as a growing and aging population, more lifestyle-related complications and a higher number of people living with a combination of different health conditions. At the same time, advances in technology, resource limitation and the significant environmental and climate impact from the healthcare sector add pressure.

Over the years, Arjo has built up extensive expertise and developed market-leading solutions that contribute to increased safety and quality of life for patients, improved work environment for healthcare staff and enhanced resource efficiency for healthcare providers. Our solutions for improved mobility help caregivers to provide better and more efficient care to meet the growing healthcare needs in society.

At Arjo, we want to contribute to a more sustainable healthcare and we are determined to minimize our climate and environmental impact throughout the value chain. We are committed to reducing carbon emissions in our own operations by 50 percent by 2030 and continue to improve circularity and resource efficiency throughout our product development and value chain.

At our workplace

We grow business and people together

Arjo values a culture based on diversity, equity, inclusion and continuous learning. We are committed to ensuring a healthy and safe workplace for employees and partners, and we have strong community engagement. We closely monitor and follow up on all people processes and our people survey ensures a structured practice for employee feedback and continuous improvements.

Arjo has signed the UN Global Compact and we support international human rights, labor rights and ethical business conduct frameworks.

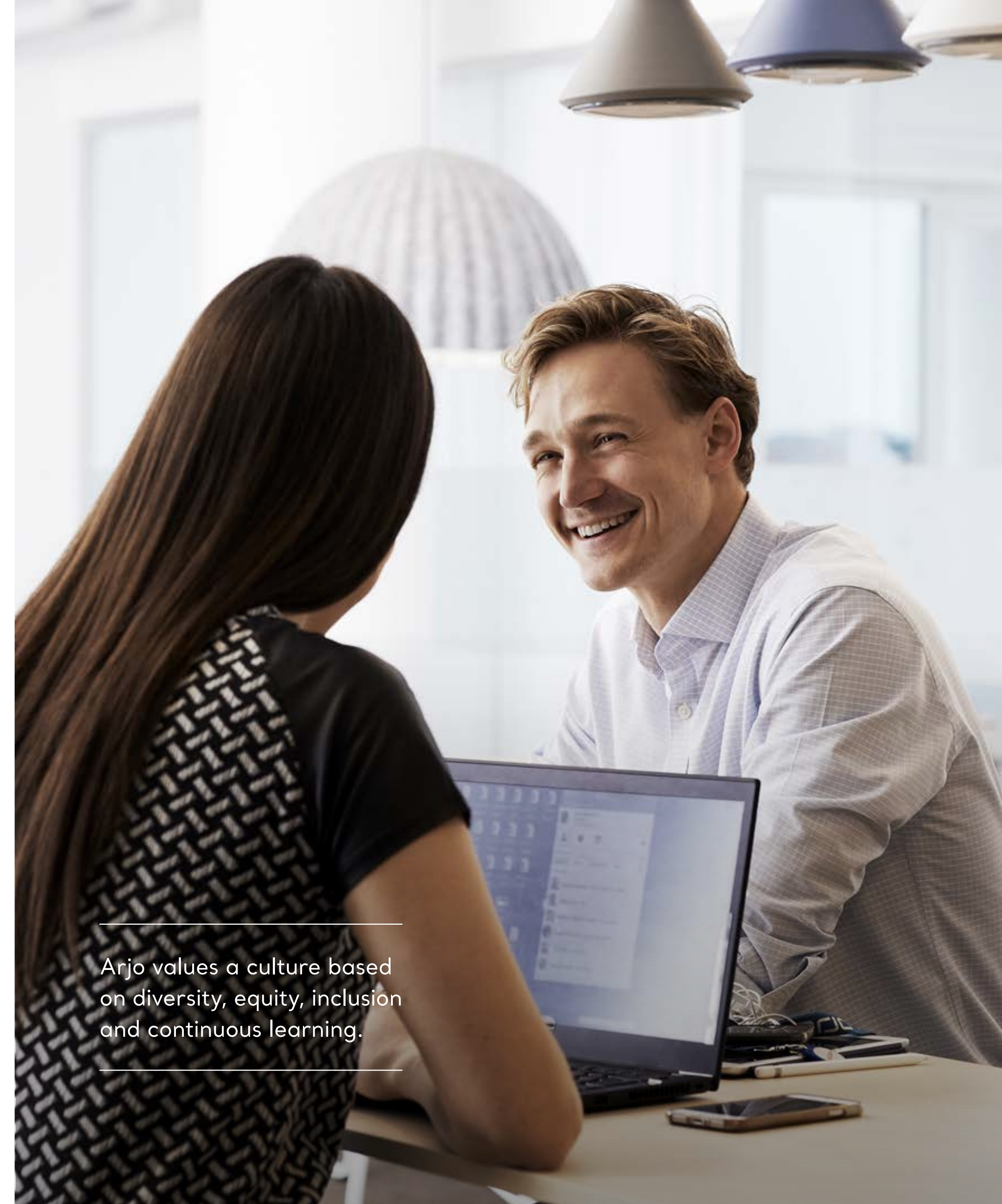


We actively promote diversity, equity and inclusion

Diversity, Equity and Inclusion are of the highest importance to Arjo. We believe that in order to solve more complex challenges, we need to continuously bring more creative and diverse ideas to the discussion. When employees of different gender, age, cultural heritage, sexual orientation, functional disability and backgrounds work together, the workplace is more productive and more innovative decisions are made.

To support a diverse and inclusive workplace, we have developed eleven commitments. They include actions, measurement and follow-up procedures that maximize the talent, potential and contribution of all employees by providing equal opportunity for all. Our ambition of a winning and sustainable Arjo will be achieved through a culture and mindset that values the uniqueness of all employees.


 *Arjo's Diversity, Equity and Inclusion Directive can be found on the Arjo intranet.*



Arjo values a culture based on diversity, equity, inclusion and continuous learning.

We have zero tolerance for discrimination and harassment

Arjo has a zero-tolerance policy for all forms of harassment, discrimination, and bullying in the workplace. We are committed to promoting an inclusive and safe culture by reinforcing professional behaviors through training and education, including bystander awareness training. We fully investigate any complaints or incidents through our complaints process and have HR professionals with the necessary skills to respond to these.


 *Arjo's Diversity, Equity and Inclusion Directive can be found on the Arjo intranet.*



Occupational health and safety are at the core of Arjo and central to our operations, products and services.

We are committed to occupational health and safety

Occupational health and safety are at the core of Arjo and central to our operations, products and services. We have implemented a structured safety management system to achieve a consistently high standard of safety performance as well as to ensure continuous improvements. We have a clearly defined framework and behaviors for managing physical and psychological safety in the work environment, as well as employees' total well-being, with a Zero Accident Vision.

 *Arjo's Occupational Health and Safety Directive can be found on the Arjo intranet.*

We believe in fair employment conditions

We are committed to providing fair working conditions for all employees and we are dedicated to complying with local legal requirements and collective bargaining agreements. This includes the right to a written contract or document of employment in a language that the employee can easily understand, specifying their terms of employment.

Each employee shall be rewarded in a correct and fair manner in accordance with their contribution to the company and their individual performance. Arjo focuses on eliminating any improper wage differences. All employees shall be offered opportunities for appropriate training to develop relevant skills and to encourage growth and career progress within the company.

 *Arjo's Human Rights Policy can be found on the Arjo intranet.*



We honor and promote human and labor rights

Arjo respects internationally recognized human rights as stated in the UN Guiding Principles on Business and Human Rights (UNGP) and the UN Global Compact. We require our suppliers and other business partners to adhere to the same principles and to comply with our Business Partner Code of Conduct. We continuously develop our human rights initiatives and we are determined to perform human and labor rights due diligence for our supplier base.

We are committed to respecting and ensuring labor rights in line with the International Labor Organization's (ILO) core conventions and we recognize the freedom of association and the right to collective bargaining. We do not accept disciplinary or discriminatory actions against employees who choose lawfully to organize or join a trade union or a workers association.

Arjo has zero tolerance for forced labor, child labor or other forms of involuntary labor including modern slavery. We comply with applicable laws and international standards on forced labor.

 *Arjo's Human Rights Policy can be found on the Arjo intranet.*


We are committed to providing fair working conditions for all employees.



We value employee development

We actively develop our people and we recognize that employee development is crucial to reach our business objectives and to attract and retain talent. Our internal Talent Programs allow employees to share knowledge and work together on strategic business projects, under the guidance of the Arjo Management Team. Through our Mentorship Program, we prepare our employees for career advancement within the organization, while enhancing skills in key areas.

With our assessment tools, we support high-performing teams and help employees stay in tune with what motivates them. Our Global Academy offers specialized product, clinical and customer-related training and we continuously measure the success of our employee development initiatives using our yearly People Survey.

 *Arjo's Performance and Development Directive can be found on the Arjo intranet.*

We protect our intangible company assets


Arjo's global competitive position depends on our ability to develop existing and new solutions, products and services. We take great pride in our innovations and we protect them accordingly.

We use Arjo's intellectual property rights responsibly and adamantly to protect our competitive position. At the same time we respect the intellectual property rights of others.

In order to protect new innovations, business ideas and technologies we obtain patents, trademarks, design rights, copyrights and other forms of intellectual property protection.

Clear instructions are in place within the Group on how to prevent, investigate and manage potential infringements. In addition, procedures are in place to ensure efficient maintenance of the existing rights portfolio.

Arjo believes that intellectual property protection is not a barrier to accessible and affordable healthcare. Our intellectual property rights are enabling access to our medical technologies and solutions across the globe.

 *Arjo's Intellectual Property Directive can be found on the Arjo intranet.*

We speak up and do not retaliate

Arjo supports a speak-up culture and we urge employees and external stakeholders to come forward and communicate any suspected non-compliance issues. Such reports will be taken seriously and properly investigated.


In addition to our internal reporting channels, we have implemented a Whistleblowing System and Hotline. They are provided by an external supplier that offers employees and external parties the possibility to file reports of misconduct by persons within Arjo in a secure and anonymous way.

Arjo will act upon any concerns raised, regardless of which reporting channel is being used. We expect all employees to cooperate and support during an investigation.

Complaints will be investigated as quickly as possible. It may be necessary to refer a matter to an external advisor, which may result in an extension of the investigative process.

Investigations will be handled in a confidential manner and will not be disclosed or discussed with any persons other than those with a legitimate right to such information.

Arjo does not tolerate any attempt to penalize or discriminate against an employee who has raised a concern, regardless of which reporting channel is being used. The same principle applies if the employee is a witness in an investigation. Any such retaliation may be subject to disciplinary action.

 *Arjo's Whistleblowing Service WhistleB, Whistleblowing Centre*

 *Arjo's Whistleblowing Directive can be found on the Arjo intranet.*

Arjo supports a speak-up culture and we urge employees and external stakeholders to come forward and communicate any suspected non-compliance issues.

We actively develop our people and we recognize that employee development is crucial to reach our business objectives and to attract and retain talent.

In our marketplace

We are committed to responsible business

Arjo is firmly committed to the highest standards of responsible and ethical business conduct. We have zero tolerance for any form of corruption, including bribery and extortion.

Our success must always be the outcome of our products and our work – and never the result of offering improper benefits or engaging in other unethical behavior. We only participate in business activities where we compete honestly and fairly based on the quality and price of our solutions.

Arjo employees at all levels in the organization must take ownership and personal responsibility for doing the right thing. This includes acting in line with the law as well as according to our company's ethical standards.

Arjo is firmly committed to the highest standards of responsible and ethical business conduct.

We do not accept bribery or corruption in any form

We have zero tolerance for all forms of corruption, fraud and bribery and we are committed to ensuring that all employees receive appropriate anti-corruption training. In addition to mandatory training requirements, we offer targeted training and face-to-face training to employees having frequent interactions with business partners.

Our high demands on ourselves also apply to Arjo's suppliers and business partners around the world.

Arjo employees cannot be involved in an activity or hold a position outside of the company that could compromise the employee's credibility. It may lead to an improper advantage or could be in conflict with the company's business interests.

A conflict of interest situation may occur if an employee has a private interest, such as a significant shareholding, or a role in a business partner or competitor to Arjo. These conflicts of interest could also involve close friends or relatives.

The Business Partner Code of Conduct outlines the minimum standards required for business partners



to comply with when doing business with Arjo. The requirements are based on the principles in the UN Global Compact, OECD Directive for Multinational Enterprises, the UN Guiding Principles on Business and Human Rights as well as other international standards and guidelines.

Events and meetings are part of our business practices, and the interaction with our business partners may include gifts and hospitality.

To ensure that these activities are in line with our Code of Conduct, all meetings must have a legitimate business purpose, and they must comply with the principles in our policies, directives, and procedures.

Gifts, hospitality and personal benefits may be offered to a third party only if they are consistent with applicable laws, regulations and industry codes as provided for in our Anti-Corruption Directive.

The same requirements apply to Arjo employees receiving gifts, hospitality and personal benefits. Arjo stays up to date with local law and industry practice through cooperation with relevant partners and units in every country. We also make sure that the employees have ways to report any irregularities.

Arjo does not permit making any type of facilitation payments to secure or speed up routine actions, such as issuing permits, licenses or consents, immigration controls, scheduling inspections, providing services or releasing goods from customs.



Arjo's Code of Conduct, Business Partner Code of Conduct and Anti-Corruption Directive can be found on the Arjo intranet.



We respect competition laws

Arjo believes in fair trade and participates only in business activities where we can compete honestly and fairly based on the quality and price of our offering.

We ensure that all our business practices comply with anti-trust/competition laws in the countries we operate in. Arjo does not accept anti-competitor practices such as price fixing, bid rigging or dividing markets.

We do not exchange confidential or sensitive information with our competitors and we do not accept any practice that may be considered improper with distributors. When a customer is also a competitor to Arjo, or Arjo is a customer to a competitor, agreements should be entered into on an arm's length basis and normal market conditions must be applied.



Arjo's Anti-Trust Competition Directive can be found on the Arjo intranet.

We comply with trade laws and regulations that apply to our business

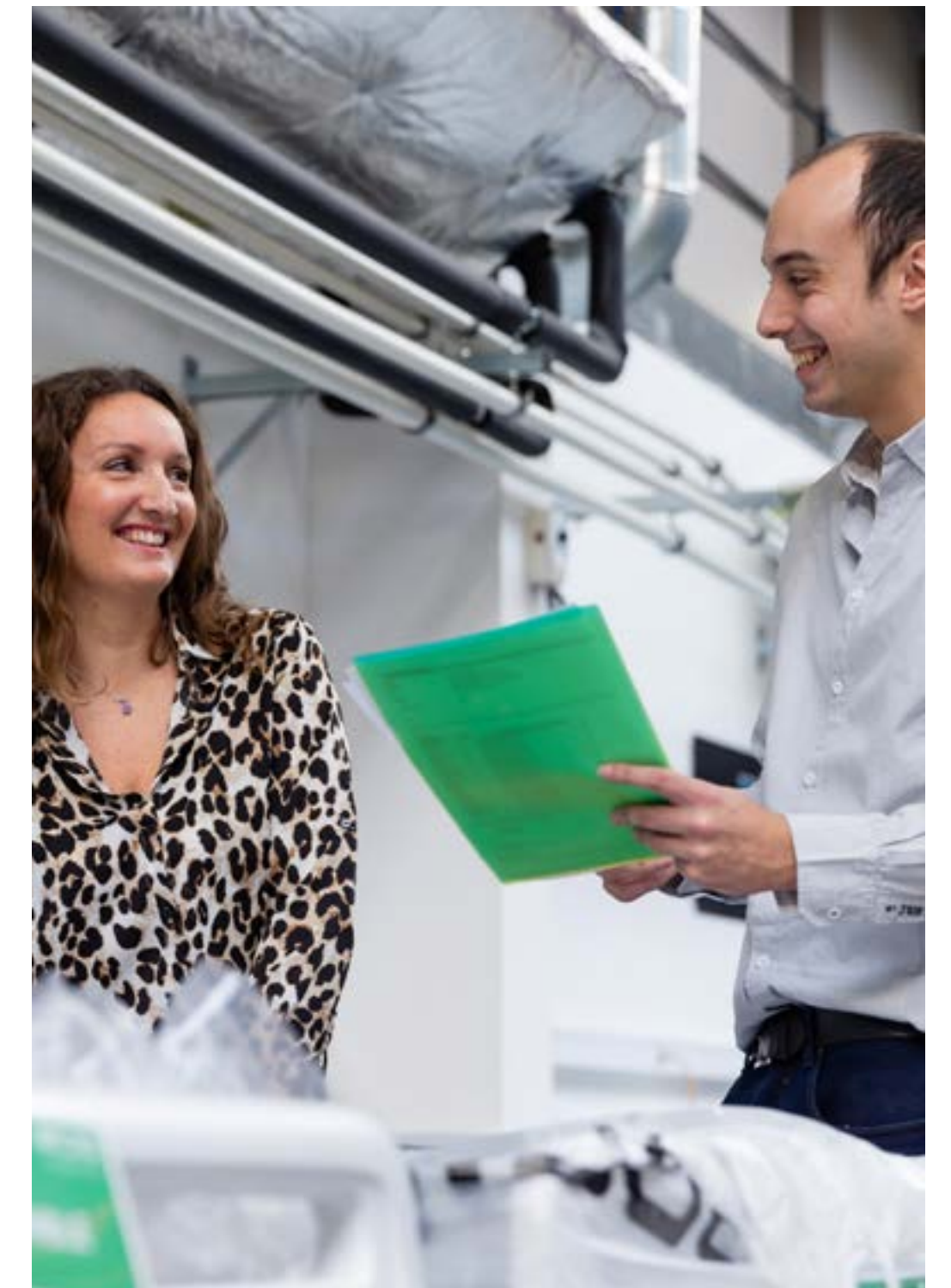
Arjo operates globally, which means that we need to comply with laws and regulations that apply to the sale, import, export, and re-export of goods and technology across all markets.

Laws and regulations are imposed by countries and organizations and may restrict dealings with products and technology as well as targeted countries, entities, individuals, and governments.

Arjo has established a due diligence and screening procedure to minimize the risks of liaising with inappropriate business partners. It is important for us to verify that such partners are legitimate, truthful and that they meet regulatory requirements.



Arjo's Export and Sanctions Directive can be found on the Arjo intranet.



Arjo believes in fair trade and participates only in business activities where we can compete honestly and fairly based on the quality and price of our offering.



We ensure the protection of privacy and personal data

Arjo is committed to respecting the integrity of all individuals and we take the obligation to process Personal Data in an orderly and secure manner very seriously.

We ensure that all collection, processing and handling of confidential personal information is done in compliance with applicable privacy laws and the highest ethical standard. Personal data shall be maintained securely and may only be disclosed to individuals with proper authorization to receive such data, unless a disclosure is required by law.

We continuously review our legal and regulatory obligations to be compliant with these requirements. Given the rich and complex legislative landscape that we work across, we have established the Arjo data protection principles to guide all processing of personal data.

Arjo's standards for safeguarding personal data ensure a high level of protection. We have appropriate technical and organizational security measures and regular training in place to protect Personal Data against accidental or unlawful destruction, loss or alteration and against unauthorized disclosure, abuse or other processing in violation of applicable law.



Arjo's Data Protection Compliance Policy can be found on the Arjo intranet.

We comply with regulations on insider trading and market abuse

As a listed company, Arjo must follow rules regarding the treatment of inside information and information disclosure.

Inside information is non-public information that is likely to have a significant influence on Arjo's share price or related financial instruments. Inside information may include financial projections, acquisitions or divestments, strategic partnerships, disputes, regulatory issues, major orders or business strategy decisions.

It is strictly forbidden for Arjo employees to disclose insider information to third parties, including friends or family. Nor may employees buy or sell Arjo shares based on insider information.

Unauthorized disclosure of inside information may be a criminal offense, which could result in severe consequences, both for Arjo and the individual(s) involved.



Arjo's Data Insider Policy can be found on the Arjo intranet.

Arjo is committed to respecting the integrity of all individuals and we take the obligation to process Personal Data in an orderly and secure manner very seriously.

Arjo in society

We are committed to climate and environmental actions

Arjo's overall sustainability objective is to contribute to more sustainable healthcare. We are committed to minimizing our climate and environmental impact by reducing carbon emissions, preventing pollution, optimizing the use of natural resources, and contributing to a circular economy.

We set long-term climate and environmental ambitions and targets, and we are determined to improve our year-



on-year sustainability performance in our own operations and throughout the value chain. We also use a risk-based perspective when identifying, analyzing and determining how the business impact (inside-out), and is impacted by (outside-in), climate and environmental factors.

The Arjo Environmental and Climate Policy defines our common principles for managing and developing our operations, products and services to minimize our environmental and climate impact. All Arjo employees have a responsibility to adhere to the policy and to integrate environmental and climate actions into their work.

 *Arjo's Environmental and Climate Policy can be found on the Arjo intranet.*



Arjo's overall sustainability objective is to contribute to more sustainable healthcare.



We are engaged in the communities in which we operate

Arjo is dedicated to making a positive and sustainable contribution to the communities where we do business. Employees are encouraged to participate in activities that benefit their communities, but Arjo does not support political parties or make political donations.

Charitable contributions are usually made to high-quality research and development projects in medical technical fields relating to our focus areas. Investments in education are also in line with our ambitions of to be a sustainable and responsible company.



Arjo's Anti-Corruption Directive can be found on the Arjo intranet.

We use open, reliable and transparent communication

Communication is key for expressing who we are, what we do and what Arjo stands for as a company.

Timely and relevant communication via appropriate channels is vital for successfully achieving our business goals - and no matter if we interact externally or internally, we always communicate in an open, reliable and transparent way.

Our communication policy is designed to be a guide for all communication activities; including what we say, how we say it, when it is said, by whom it is said and to who we are speaking to.

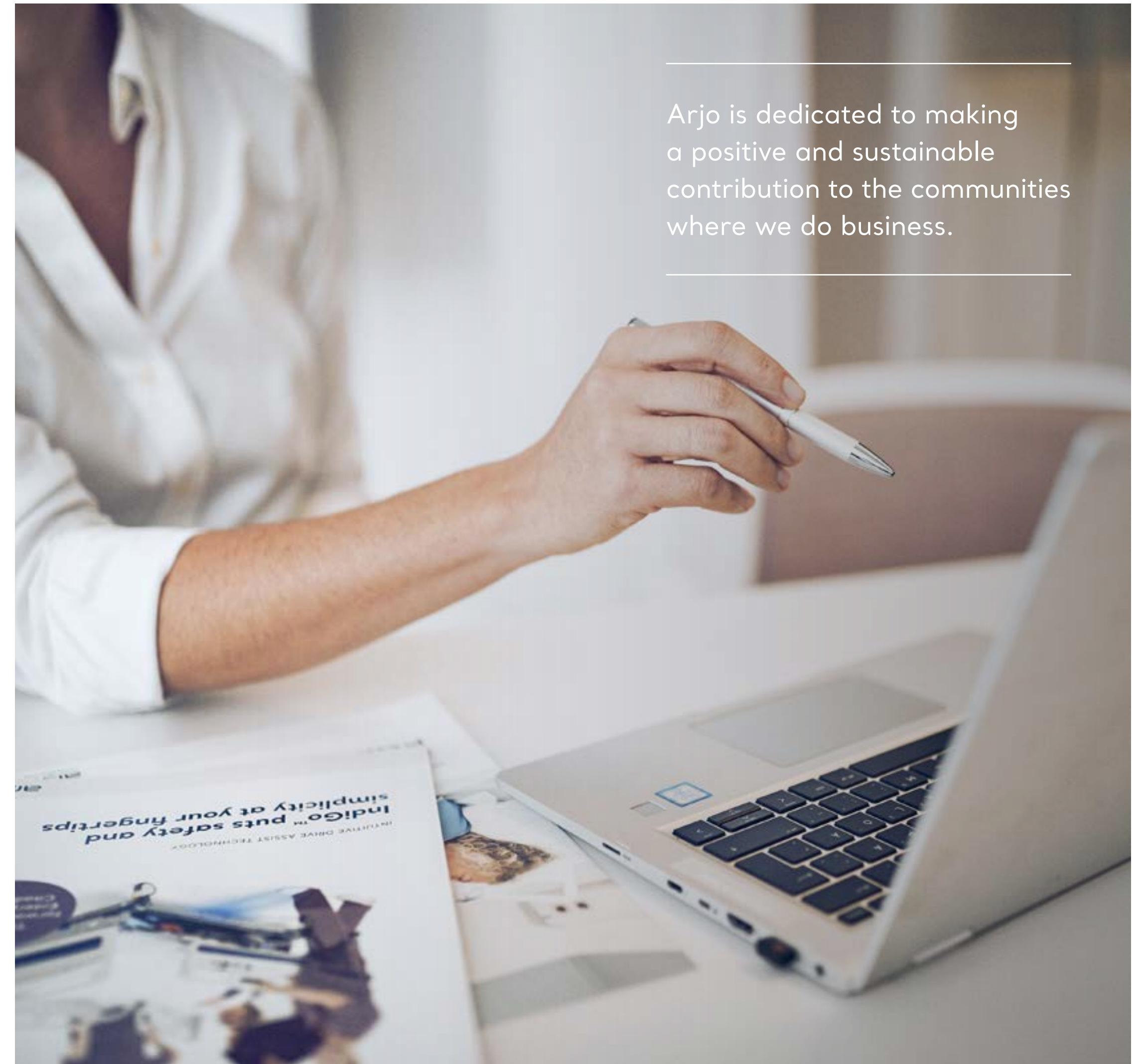
As a listed company, we have a responsibility to communicate the company's business performance, financial position and results in a well-planned and professional manner. This is done according to applicable stock market regulations.

We ensure that our communication is reliable by using specific channels and procedures - and we use factual, consistent and aligned communication to protect and promote our company's image and business.

The President & CEO is ultimately responsible for all communication of Arjo. However, the CEO can delegate the role of spokesperson, as well as the strategic and operational implementation of communication activities, to other employees.



Arjo's Communication Policy can be found on the Arjo intranet.



Arjo is dedicated to making a positive and sustainable contribution to the communities where we do business.

References

Arjo has implemented a number of corporate policies and directives that reflect our strong commitment to a high level of business ethics. Our policies and directives apply to the entire Group and establish rules and boundaries for how we – both employees and legal entities – shall act in various areas and functions.

In this section, we reference the policies and directives that form the basis for our commitment to responsible and sustainable business. Arjo's policies and directives are available to all employees on the internal intranet.



Arjo Policies and Directives

Anti-Corruption Directive

Anti-Trust Competition Directive

Business Compliance Policy

Business Continuity Plan Directive

Business Partner Code of Conduct Directive

Climate and Environmental Policy

Code of Conduct

Communication Policy

Corporate Governance Policy

Crisis Management Directive

Data Protection Compliance Policy

Diversity, Equity and Inclusion Directive

Export and Sanctions Directive

Fleet Directive

Group Treasury Policy

Insider Policy

Intellectual Property Directive

IT Policy

Meeting and Travel Directive

Modern Slavery Statement

Occupational Health and Safety Directive

Performance and Development Directive

Product Risk Management Directive

Quality Policy

Recruiting, Onboarding and Leaving Directive

Risk Management and Internal Controls Policy

Strategic Workforce Planning Directive

Succession Planning and Talent identification Directive

Total Rewards Directive

Whistleblowing Directive

At Arjo, we believe that empowering movement within healthcare environments is essential to quality care. Our products and solutions are designed to promote a safe and dignified experience through patient handling, medical beds, personal hygiene, disinfection, diagnostics, and the prevention of pressure injuries and venous thromboembolism. With over 6500 people worldwide and 65 years caring for patients and healthcare professionals, we are committed to driving healthier outcomes for people facing mobility challenges.

