



kovecta

Sustainability Policy

Corporate Policies 2025

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01

Purpose

The objective of the Sustainability Policy of Konecta, a multinational group of companies specialising in the provision of digital customer management services and solutions (hereinafter, Konecta, the Company, or the Firm), has the purpose to define the company's commitment to integrating practices that guarantee the sustainable development of its business model based on environmental, social and good corporate governance criteria, in line with ethical and transparent conduct, ensuring respect for human rights and protection of the natural environment within the scope of its activity.

In this context, the most widely accepted definition of sustainability is used, namely the principle that allows the needs of the present to be met without compromising the ability of future generations to meet their own needs.

This Policy is an extension of Konecta's regulatory framework to establish principles of action that respond to its own interests and the expectations of its stakeholders (employees, customers, partners and shareholders, investors, financial institutions, suppliers, public administration and regulatory bodies) in terms of responsible development and growth, ensuring scrupulous compliance with the laws and regulations in force in each country, its own requirements, voluntarily acquired and national and international sustainability standards.

To this end, it develops principles relating to sustainability in line with fundamental values such as those of the Universal Declaration of Human Rights, and those established by the International Labour Organisation, the OECD, and the commitments that Konecta has adopted, particularly in relation to the environment with the SBT initiative and the Paris Agreement, and as a partner of the United Nations Global Compact since joining in 2004, committing to promote its Guiding Principles and the Sustainable Development Goals related to its business activity, in order to contribute to the achievement of the 2030 Agenda.



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Scope of application

This Policy applies globally to all Konecta entities as part of its Compliance Programme and is supported by the company's senior management.

Consequently, its content is mandatory for all Konecta employees, regardless of their position or role within the organisation or their geographical location.

Notwithstanding the foregoing, its scope of application may be extended, when necessary and possible due to the nature of the relationship, to all natural and/or legal persons linked to Konecta on a business or professional basis, through a relationship other than employment: suppliers, contractors and workers in the supply chain, and business partners.

Given that many of Konecta's companies have their registered office outside the European Union, internal regulations will be adapted to the regulations of each State where necessary, respecting and ensuring compliance with the basic principles set out herein.



03

General principles of action

Within the framework of its Compliance Programme and in order to achieve its strategic objectives as a company, Konecta undertakes to act, in all areas of its business, in accordance with the general principles set out in this Policy, to promote them throughout its value chain, as well as in other areas that transcend it.

The principles are based on the company's vision of sustainability, focused on the impacts, risks and opportunities of its activity, and determined by its level of responsibility and capacity for action, always from a dual materiality perspective (including both Konecta's impacts on its stakeholders - impact materiality - and the way in which these impacts may affect the company itself in the form of risks and opportunities - financial materiality).

To this end, Konecta periodically updates its double materiality analysis in order to review and prioritise the most relevant aspects for the company and its stakeholders, related to environmental, social and corporate governance dimensions. In addition, the objectives set may be revised in accordance with the impacts, risks and opportunities arising from this exercise.

Both the methodology and the results of the materiality analysis are included in Konecta's annual sustainability report.

Corporate governance

Koneccta bases its corporate governance on the following principles, which are essential for sustainability management:

- Comply with current legislation applicable to the company in all countries in which it operates, ensuring that all international commitments and standards signed by the company are followed.
- Ensure compliance with the general principles of conduct established in the company's Code of Ethics.
- Ensure the dissemination and compliance with the Supplier Code of Ethics, as well as the approval criteria related to the scope of this Policy, in order to have a responsible supply chain committed to Konecta's ethical, legal, human rights and environmental standards.
- Improve the company's competitiveness by implementing sustainable management practices based on innovation, equal opportunities, productivity, profitability and environmental preservation.
- Identify, control and manage risks and opportunities, taking into account the impacts and results of environmental and social strategies and actions.
- Report economic, environmental and social performance transparently in company reports, following international reporting standards and in accordance with applicable regulations.

- Promote responsible, truthful, fluid and two-way dialogue and communication to build relationships of trust with its stakeholders, using various communication channels that are available and accessible to them.

For further information, refer to The Code of Ethics, the Code of Ethics for Suppliers and the Responsible Purchasing Policy.

Social aspects:

Workers and human rights:

Konecta recognises the value that diverse profiles bring to our teams, dedicating resources to providing a free and safe environment that promotes equality and integration for all employees.

- Konecta maintains a zero-tolerance policy towards violations of the fundamental human rights set out in the Universal Declaration of Human Rights and the guiding principles of the United Nations Global Compact, and any form of modern slavery—understood as forced or compulsory labour, bonded labour, child labour, and human trafficking, as well as deceptive recruitment of labour and services—both in its operations and in its commercial activities and supply chains.
- Create diverse and inclusive environments for all workers, guaranteeing equal opportunities in access to work and professional promotion, equally favouring the integration of groups at risk of exclusion, and ensuring that there is no discrimination on the basis of, among other things, racial and ethnic origin, colour, sex, sexual orientation, gender identity, disability, age, religion, political opinion, national ancestry or social origin, or other forms of discrimination covered by European Union regulations and local legislation in the countries where the company operates.
- Promote staff training and capacity building in line with sector needs and future labour market trends, as one of the basic pillars for their professional development and adaptability.
- Promote internal advancement and talent retention as a fundamental pillar of Konecta's competitiveness and job stability.
- Fostering a safe and healthy working environment, ensuring the physical, social and mental health of all workers, and promoting the wellbeing of their teams within the company's culture of prevention.
- Recognise the importance of preserving the natural environment to ensure the wellbeing of individuals and communities.
- Promote a working environment that is compatible with personal development, helping people in your teams to balance the demands of work with the needs of their personal and family lives in the best possible way.
- Ensure fair working conditions, including equitable compensation, in accordance with local legislation in the countries where it operates, and respect for freedom of association and collective bargaining.

Impact on the Community

Konecta promotes programmes, both internal and external to the company, aimed at achieving the social and labour integration of people at risk of exclusion, on equal terms, and generating a positive impact on communities:

- Establish strategic alliances with companies, entities and organisations in the public and private sectors to generate a multiplier effect for their initiatives aimed at promoting the social and labour integration of groups at risk of exclusion, under equal conditions, and to generate a positive impact on communities, making the most of available business resources.
- Promote corporate volunteering initiatives, making it easier for people working in the organisation to support social causes promoted by the company.
- Strengthen commitment to local communities through actions that contribute to their sustainable development.

For further information, refer to the Code of Ethics and the Code of Ethics for Suppliers, framework policies on Human Resources; Occupational Health and Safety; Human Rights and Responsible Purchasing.

Environmental aspects

Konecta guarantees compliance with the principles of action established in its Environmental Policy, under the terms defined therein and which are related to the management and mitigation of its environmental impact:

- Analyse and identify specific actions in the field of combating climate change that will enable Konecta, on the one hand, to detect and take advantage of opportunities that may arise from a decarbonised economy and, on the other, to increase its capacity for adaptation and resilience and reduce its vulnerability to climate change.
- Design a strategy focused on sustainable development, including the reduction of greenhouse gas emissions to help mitigate the effects of climate change.
- Define objectives, setting targets and indicators to monitor progress, carrying out the necessary actions to achieve them and defining verification, audit and control processes to ensure they are met.
- Promote cooperation with your value chain and thus convey your principles and culture of sustainability to them.
- Promote the use of environmental criteria in supplier approval processes.
- Promoting the sustainable use of resources such as water and energy, promoting resource efficiency and the proper treatment of waste generated by the company's activities, prioritising prevention, reduction of consumption, reuse of goods and recycling.
- Promoting awareness and training among workers in caring for and respecting the environment.

For further information, refer to Environmental Policy.

Konecta sets corporate sustainability objectives aligned with its impacts, risks and opportunities and the results of the materiality analysis on issues relevant to Konecta. Policies and strategies are thus translated into action plans with a defined scope and time frame.

These principles of action respond to the impacts, risks and opportunities (IROs) arising from the applicable material issues: generation of quality employment, occupational health and safety, diversity, equality and inclusion, working conditions and equal treatment and opportunities in the value chain, climate change adaptation and mitigation, information security, compliance and corporate ethics, and supplier management.

Communication and training

This Policy will be available on the corporate website (www.konecta.com).

Likewise, the Sustainability area, in coordination with the relevant departments, will implement the appropriate communication, training and awareness-raising actions to ensure the proper understanding and implementation of this Policy. Konecta's communication activities with all its stakeholders are based on transparency and accountability, with a commitment to prepare and publish annual financial and non-financial information on its activities.

In this regard, the Sustainability Report incorporates the content required under applicable national and international regulations on corporate sustainability information, aligned with internationally recognised standards and subject to external verification.

Prevention and responsibility

Employees, suppliers or any third party who suspect the existence of any potential breach related to this Policy, the Code of Ethics or the Code of Ethics for Suppliers may submit their information, questions or concerns on this matter confidentially and without fear of reprisals through the Information Channels available on the corporate website at the following URL: <https://konecta.integrityline.com>, in accordance with procedure PG COR 26 Information Channels, available in the same space, which specifies the different channels available and the nature of the communication that can be made through them.

This channel is available 24 hours a day, 7 days a week. No reprisals will be tolerated against anyone who, in good faith, reports facts that could constitute a breach of this policy, and the guarantees and protections established by the applicable regulations and legislation will apply to those who report.

Breaches of this policy will be subject to the corresponding disciplinary measures in accordance with internal rules and procedures, without prejudice to any administrative or criminal penalties that may also result from such breaches and which may be imposed by the competent authority.

04

Updating and revision

This Sustainability Policy will be reviewed and updated periodically, or when necessary, to adjust it to changes in the business model, or that may occur in Konecta's field of activity, or as a result of the approval of directly applicable regulations, ensuring its effectiveness and compliance.

NOTE: This Policy has been reviewed and approved on December 16, 2025, by the highest governing body and replaces any previous version of it, with only this document being valid from this date onwards.

Version Control

Version	Review date	Reviewed	Validated	Approved	Reason for change
2	06/22/2021	Sustainability Organization & Procedure	Legal Affairs	Board of Directors	General Policy Review
3	12/19/2022	Sustainability Organization & Procedure	Legal Affairs	Board of Directors	General Policy Review
4	12/16/2025	Sustainability Organization & Procedure	Legal Affairs	Board of Directors	Alignment with legal requirements Alignment with the new format and branding