

Unit4 Human rights report 2022

Unit4 respects the human rights and decent working conditions of all individuals and groups that may be affected by our operations - this includes employees, customers, and suppliers. Unit4 has a zero-tolerance policy in relation to slavery and human trafficking and is committed to acting ethically and with integrity in all our business dealings and relationships. Unit4 has created policies and processes to ensure compliance, and through careful observance of these internal policies and processes, we are committed to ensuring that there are no human rights violations taking place in any part of our business, as well as securing decent working conditions.

Our Business Structure

Unit4 is a leading provider of enterprise applications empowering people in service organizations. With more than 2,7000 employees world-wide, Unit4 delivers ERP, industry focused and best-in-class applications. Unit4 is in business for people. All operations in over 20 countries are ultimately owned by Unit4 Group Holding B.V in Dordrecht, Netherlands.

Our commitment to respect human rights is guided by internationally recognized human rights and labor standards, including those contained in the International Bill of Human Rights and the ILO Declaration on Fundamental Principles and Rights at Work (Core Labor Standards).

Our approach is based on key frameworks that define human rights principles for businesses (external links):

- [UN Guiding Principles on Business and Human Rights](#)
- [OECD Guidelines for Multinational Enterprises](#)
- [OECD Due Diligence Guidelines for Responsible Business Conduct](#)
- [The UN Global Compact's Ten Principles](#)

Unit4's major risks to people

Due to our business model and the fact that we are not manufacturing any physical goods, human rights risks through our operations or supply chain are limited, with most of our suppliers being service suppliers. To carry out due diligence through our operations and supply chain, we consider the below list of potential risks:

- Working hours, wages and benefits
- Discrimination and harassment

- Health and safety
- Raw material and supply chain
- Protection of privacy
- Labor and union rights
- Children rights
- Underrepresented communities rights

Unit4’s Human rights management

Managing and improving our human rights impact is an ongoing process.

Policy commitment and governance

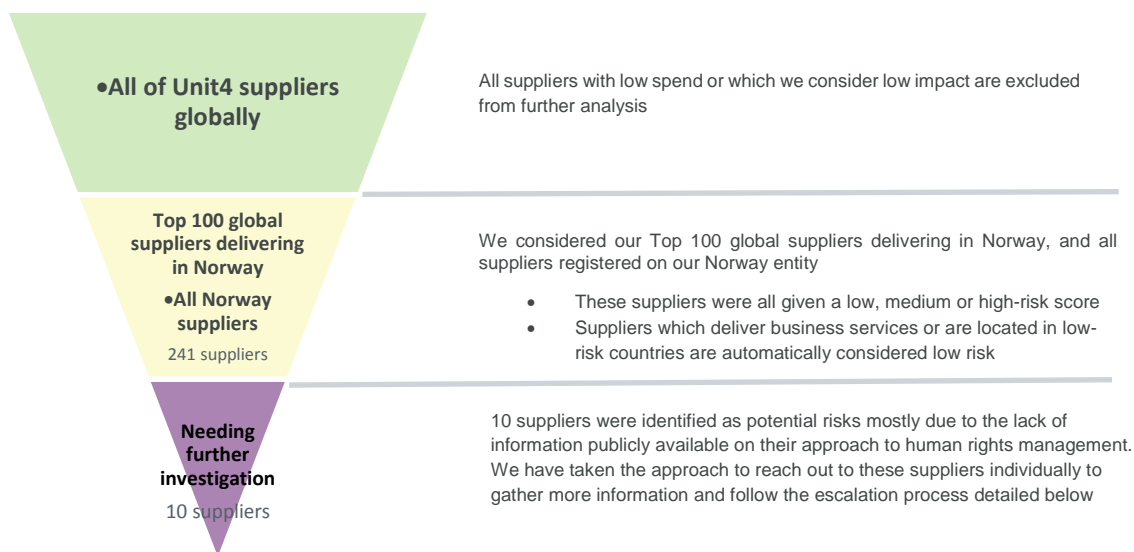
Our efforts to respect human rights is part of Unit4’s Code of Ethics and Business Conduct, General Business principles and Business Partner Code of conduct, each of which are available on our website. We have set minimum requirements relating to human rights and decent working conditions for our suppliers. These are stated in Unit4 Business Partner Code of Conduct (currently being reviewed). We expect our suppliers to comply with and promote the same principles in their own supply chain.

Document type	Title	Description
Policy	Code of Ethics and Business Conduct	Set of rules outlining norms and proper practices
Policy	General Business principles	Set of rules outlining norms and proper practices
Policy	Business Partner Code of conduct	Set of rules outlining norms and proper practices for our business partners and suppliers
Procedure	Supplier ESG questionnaire, score and qualification process	Gathering supplier information, monitoring of suppliers’ ESG performance and process for selecting a supplier – roll out in progress (limited to medium and high-risk suppliers)

Due diligence: Identifying, assessing, acting, monitoring and communicating impacts

The scope of the due diligence conducted includes all of our Norway suppliers, and the top 100 global suppliers in value that have an impact in Norway.

First, we identify suppliers with potential risk based on their business model and the type of goods/services we purchase from them. Most of our supplier base consists of service suppliers which we consider to be low risk. For suppliers identified as having a possible risk, we use the publicly available information and their due diligence assessments as a basis to decide whether further investigation is needed. Out of the 241 suppliers included in the original scope of the due diligence, 10 suppliers were identified as potential risks mostly due to the lack of information publicly available on their approach to human rights management. We have taken the approach to reach out to these suppliers individually to gather more information. To date, no human risk violation has been identified through our supply chain.



We aim to conduct more thorough stand-alone human rights impact assessments with mitigating action plans where there is a higher risk for adverse human rights impact.

We are in the process of introducing procedures to assess new suppliers against human rights criteria. Where relevant, we would conduct risk-based reviews of suppliers, and work to improve supplier performance through corrective action plans or supplier development programs.

The remaining ~10 suppliers were discussed on a case-by case basis, where the escalation process detailed in the next sections is used as a starting point for those suppliers where more information was needed. This work is still progressing and is considered important to follow up on a regular basis.

Grievance mechanisms, remediation and adverse impacts mitigation

To help facilitate informed and effective participation by people who are potentially affected by our operations, we establish or facilitate access to effective grievance mechanisms where relevant.

We encourage, and will not retaliate against, individuals who in good faith raise concerns regarding Unit4's respect for human rights.

A companywide process for reporting concerns involving illegal, unethical or unwanted behavior is available, on an identified or anonymous basis, for employees and contractors. A

contact form is available on our website for anyone external to Unit4 wanting to inquire further information or raise a concern, to which we will respond within the 3 weeks

In situations where we identify adverse human rights impacts that we have caused or contributed to, we work to cooperate in, promote access to and/or provide fair remediation. Appropriate measures depend on the company's contribution to the adverse impacts – actions taken are proportionate to the size, nature, context, severity and likelihood of negative consequences for fundamental human rights and decent working conditions

The remaining suppliers are followed-up based on an escalation process:

1. Self-assessments are requested filled out. If no or unsatisfactory answers, point 2;
2. Online interviews/meetings are set up. If unsatisfactory findings, point 3;
3. Audits are conducted. If unsatisfactory findings or not allowed, point 4;
4. Discussions on goals and improvements are conducted and action plans are established together with the supplier in order to improve. Can include a timeline. If no progress, point 5;
5. Interrupt (permanent or temporary) cooperation with supplier/business partner

A contact form is available on our website for anyone external to Unit4 wanting to inquire further information or raise a concern, to which we will respond within the required 3 weeks.

Next steps

2022 is the first year Unit4 conducts a due diligence analysis of the company's suppliers. The process has shed light on our supplier base and the risks associated, and our processes related to evaluating this risk. In 2023 we will continue the work so that we move closer to our aim of transparency, traceability, and integrity across our supply chain. To reach this long-term objective, we will in 2023 strive to:

- Harmonize and implement supplier quality management processes and self-assessment questionnaires
- Refine the questions we ask, criteria we evaluate the suppliers by, and the escalation process described above.
- Continue the work on following up suppliers with identified heightened human rights and labor conditions risk.
- Refine our yearly due diligence analytic approach.
- Establish preventive measures: contract requirements, supplier code of conduct, etc., due diligence, supplier audits, supplier follow-up

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