



HUMAN RIGHTS COMMITMENT



Pihlajalinna's human rights commitment

Pihlajalinna's operations are based on the company's values, vision and mission. Pihlajalinna is committed to respecting all internationally recognised human rights principles and international agreements. Pihlajalinna's human rights commitment includes the requirements and expectations we have set for ourselves and the partners in our value chain. Our commitment to respecting human rights covers our personnel, business and suppliers.

Pihlajalinna has identified and assessed its human rights impacts in accordance with its duty of due diligence, covering its own personnel and customers. In addition, Pihlajalinna has carried out a preliminary assessment on employees in its value chain, and this work will continue in order to achieve a more comprehensive understanding. In accordance with the duty of due diligence, practices and operating methods are continuously developed so that respect for human rights is taken into account in all operations. Processes that follow the duty of due diligence aim to avoid, prevent and mitigate potential and actual adverse human rights impacts.

Pihlajalinna is committed to respecting the following international commitments, principles, guidelines and initiatives:

- The Universal Declaration of Human Rights by the United Nations
- International Labour Organization (ILO) Declaration on Fundamental Principles and Rights at Work
- UN Global Compact
- UN Guiding Principles on Business and Human Rights, UNGP
- OECD Guidelines for Multinational Enterprises on Responsible Business Conduct

Respecting the fundamental rights of working life is of utmost importance to us at Pihlajalinna.

- We do not tolerate any form of discrimination based on a person's origin, nationality, religion, skin colour, gender, age or other similar factor, and we do not tolerate threats or harassment in any form in our operations. We treat all our employees, customers and stakeholders fairly and with respect.
- We recognise that our own employees and the employees in our value chain have the right to freedom of association, collective bargaining, as well as a safe and healthy working environment.
- We do not tolerate any form of child labour, trafficking in human beings or forced labour.

Pihlajalinna complies with the currently valid legislation, the orders issued by authorities and the rules and regulations concerning listed companies. In addition, the principles to be followed in the company's operations are recorded in Pihlajalinna's Code of Conduct and the Supplier Code of Conduct, which also include requirements related to respecting human rights. The Code of Conduct describes the way the company operates, based on the principles of good corporate governance, legal compliance, transparency, fairness and confidentiality.

Every Pihlajalinna employee completes mandatory training on the Code of Conduct and commits to complying with the Code, which also entails respecting human rights.

The procurement principles of Pihlajalinna concerning its partners are recorded in a separate Supplier Code of Conduct. The procurement principles cover five areas: legislation and human rights, the environment, customers' health and safety, workers' rights and ethical business. Service providers, suppliers and partners are obliged to follow the principles, including the principles related to human rights.

Our operations are also guided by the following principles, policies and guidelines, among others:

- Governance practices
- Quality policy and risk management policy
- Equality and non-discrimination plan
- Environmental policy
- Data protection and information security policy and guidelines
- Disclosure policy and the disclosure rules of Nasdaq Helsinki
- Marketing guidelines for healthcare services

Pihlajalinna's various functions actively work for human rights, including the legal service, HR department, procurement and the communications and sustainability team. The Group Management Team is responsible for ensuring that the personnel are familiar with the Code of Conduct, and supervisors are responsible for adherence to the Code of Conduct. New supervisors are familiarised with the Code of Conduct by means of induction training designed specifically for them.

The Management Team and the Board of Directors approved the Human Rights Commitment in 2024.

Pihlajalinna's human rights assessment is reviewed every two years by the Group's sustainability working group and updated on the website.

Pihlajalinna's Board of Directors approved the Human Rights Commitment on 13 December 2024.