

Dustin Responsible Supply Chain Report 2023/2024

Table of contents

Introduction	3
This is Dustin	4
Our approach	5
Embedding responsible business practices	6
Our policies	6
Our governance framework	7
Performance 2023/24	8
Risk identification	9
Industry specific risks	9
Country-specific risks	11
Supplier-specific risks	11
Supplier self-assessment	11
Supplier Code of Conduct audits	12
Conflict minerals	12
Performance 2023/24	13
Adverse impact mitigation	15
Audit non-conformance	15
management Supplier capacity	15
building Contract termination	15
Performance 2023/24	16
Remediation	19
Grievance mechanism	19
Human rights remediation	19
Performance 2023/24	20
Communication & transparency	21
Performance 2023/24	22

Introduction

Engaging with customers and stakeholders has always been important to Dustin. Our aim is to communicate openly and transparently about our work within sustainability, including our risks as well as our strategies to address potential and actual negative impact.

The purpose of this report is to share our approach and progress towards responsible supply chains. We are committed to ensuring that we have a robust due diligence process in place and the products we offer come from manufacturers with a commitment to, expertise in, and ongoing activities for improving the conditions in the supply chain.

The performance reported cover the fiscal year 2023/24 that run from August to September.



This is Dustin

What we do

We help our customers to be at the fore-front by developing the right IT solution, at the right time and at an attractive price. Our sales mainly take place online and are supplemented by relationship selling and a team focused on public procurement. Our model enables us to be an IT partner for small and medium-sized businesses and to consumers (the SMB business segment) as well as the large corporate and public sector (the LCP business segment).

Who we are

We are a leading, online based IT partner in the Nordics and Benelux, founded in 1984 and online since 1995, and we believe in the opportunities offered by digitalisation. We are a dedicated team of about 2,300 colleagues with extensive experience and curiosity, enabling us to constantly evolve. Combined with a pragmatic approach, we make everyday situations easier for our customers.

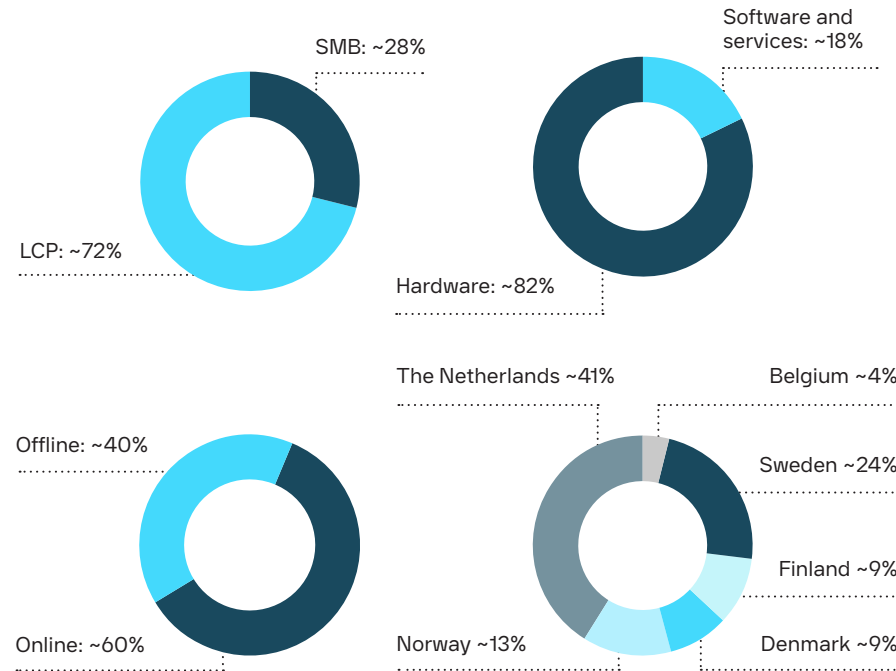
What we offer

Different customers have different needs according to their unique circumstances. We help customers find the right IT solution from our roughly 280,000 products, various types of services from around 3,500 brands and make it possible for them to make more sustainable choices.

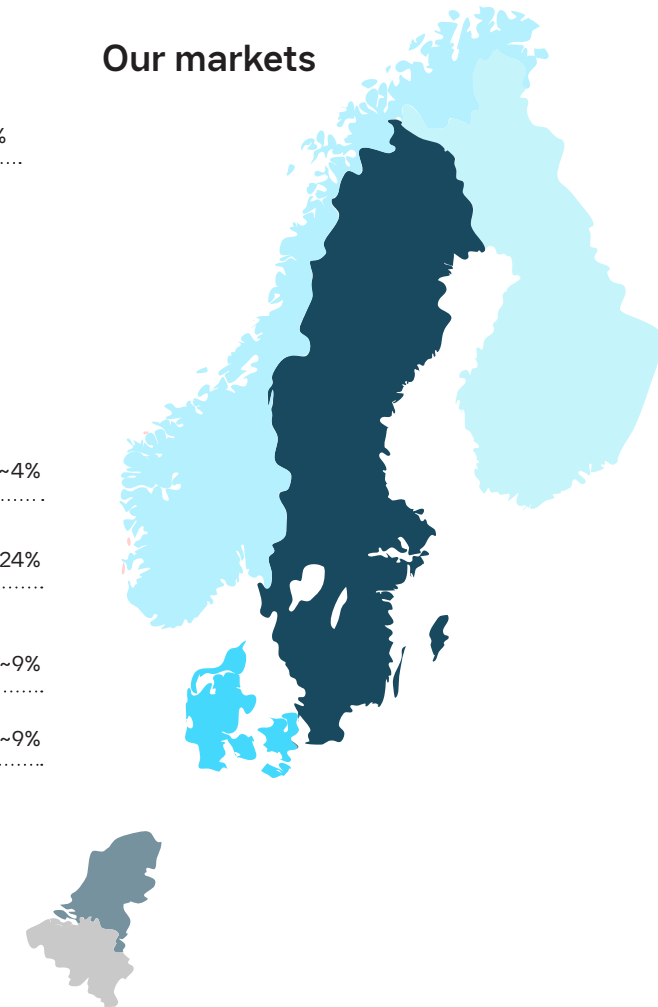
Løftet vårt

We keep things moving

Our business



Our markets



Our approach

Supply chain due diligence is an important tool for us to ensure that we work with suppliers and partners who share our values regarding human rights and business ethics. It is also a means to identify and mitigate potential adverse impacts that we may cause or contribute to through our own activities, or which may be directly linked to our operations, products or services.

In our work we commit to adhere to international standards in human rights, labour conditions, environment and anti-corruption. Conventions and frameworks such as the Universal Declaration of Human Rights (UDHR), the Children's Rights and Business Principles, UN Guiding Principles for Business and Human Rights, ILO International Labour Standards, OECD Guidelines for Multinational Enterprises and UN Global Compact, guide us in how we work to support and uphold human rights, business ethics and environmental protection.

Our approach to due diligence is based on the OECD Due Diligence Guidance for Responsible Business Conduct.



Embedding responsible business practices

Our policies

Dustin Code of Conduct is our corporate policy and general reference document to responsible, efficient, and transparent business behavior. It outlines our core values and commitment to the fundamental principles on human rights and ethical business practices, mitigation of climate change and workplace inclusion and diversity. Dustin Code of Conduct applies to all employees, in-house consultants and board members of Dustin, in all markets and at all times.

We uphold similar expectations for our suppliers with whom we engage. Dustin Supplier Code of Conduct applies to all suppliers that deliver goods and/or services to Dustin. Dustin expects its suppliers to enforce the requirements set in the Supplier Code of Conduct, or equivalent requirements, in their own operations and throughout their respective supply chains. We consider these important criteria when establishing or continuing our business relations.

For some areas our Supplier Code of Conduct goes beyond mere compliance with the law by drawing upon internationally recognized standards to advance social and environmental responsibility. When differences arise between the Dustin Supplier Code of Conduct and legal requirements, the stricter position to corporate responsibility matters shall apply, provided it is in accordance with applicable law.

The Dustin Supplier Code of Conduct is divided into 4 sections 1) Human and Labour Rights 2) Health and Safety 3) Environmental Protection 4) Legal Compliance and Ethical Business Practices with several subsections covering specific requirement topics. The Code uses also to some extent the structure of and contains language from the Code of Conduct of Responsible Business Alliance (RBA).

Key policies issued by the Board of Directors governing our due diligence work

Area	Purpose
Governance Policy Documents	To formalize the content and structure of Dustin's policies and instructions
Code of Conduct	To formalize the principles by which Dustin conducts its relations with employees, shareholders, business partners and other stakeholders
Supplier Code of Conduct	To formalize the standards to which Dustin holds suppliers accountable in terms of social and environmental sustainability
Risk Management	To describe Dustin's risk management framework
Conflict Mineral Policy	To describe Dustin's commitment related to Conflict Minerals and expectations on our suppliers to adhere to the principles of this policy and conducting due diligence for items supplies to Dustin Group.
Human Rights Policy	To outline Dustin's commitment to respect and protect human rights of all people affected by our own operations or those of our subsidiaries and, where related to our value chains, from our established business relationships.
Whistleblowing guideline	To describe Dustin's whistleblower service that provide our employees a possibility to report suspicions of misconduct in confidence as an early warning system to reduce risks and maintain customer and public trust in our business.

Our governance framework

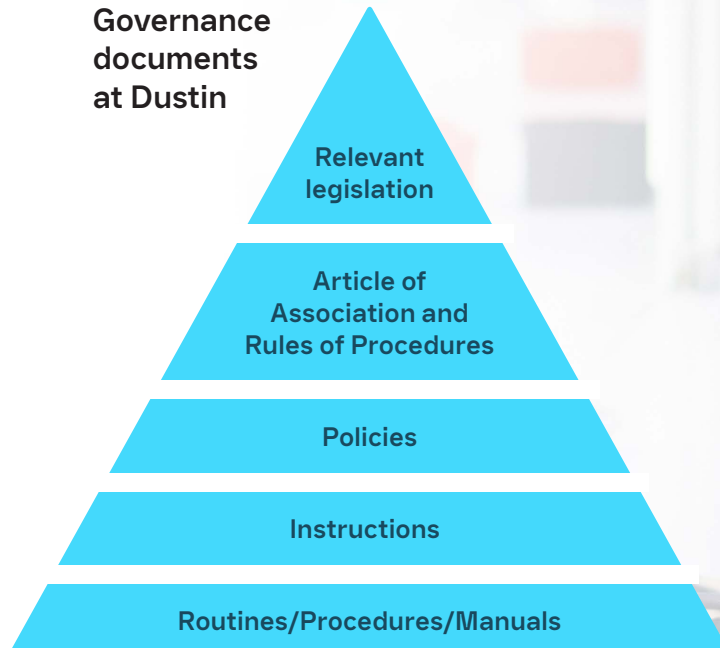
Dustin has a policy review and update process that is preceded bi-annually. Policy documents are mandatory, monitored and enforced. Dustin is governed by the following governance documents. The order of precedence of these documents are illustrated in the pyramid in an ascending order, with the most precedent document on top.

Policies are approved by the Dustin Group Board of Directors, which performs regular content and

compliance reviews. The Chairman of Dustin Group's Audit Committee holds the whistleblowing-function. Reviews of effectiveness and implementation are conducted on a quarterly basis.

The accountability for human rights is withheld within the CEO and complete Leadership Team of Dustin. The day-to-day responsibility is carried out in several parts of the organisation including operations, the business units, HR, legal and the sustainability team.

Governance documents at Dustin



Performance 2023/24



Policy adoption
& training

94.8%

of our employees
adopted Dustin Code of
Conduct and completed
corresponding training.

99.9%

of our direct hardware suppliers with an
annual purchase volume of more than
SEK 200,000 have adopted our Supplier
Code of Conduct or a code of conduct with
corresponding requirements.

96.8%

of new direct hardware suppliers with an
annual purchase volume of more than
SEK 200,000, have adopted our Supplier
Code of Conduct or a code of conduct
with corresponding requirements.



New policies
& instructions
launched

- **Dustin's Human Rights Policy** – outlines Dustin's commitment to respect and protect human rights of all people affected by our own operations or those of our subsidiaries and, where related to our value chains, from our established business relationships.
- **Dustin Corporate Sustainability Due Diligence Instruction** – formalisation of our efforts around sustainability due diligence. Our approach is based on the OECD Due Diligence Guidance for Responsible Business Conduct.

Risk identification

Our first step to supply chain risk management is to have a good understanding of the various types of risks and to introduce methods to minimise or completely eliminate them. Some sustainability risks are related to our industry, while others can be attributed to the countries where production or mining takes place. Some risks are manufacturer- or product-specific, while others are related to Dustin's internal processes and systems. We use external and internal resources to gain the best possible understanding of sustainability risks related to our industry and the countries where our manufacturers operate.

We continuously map actual and potential negative impacts connected to our supply chains and conduct risk assessments on regular basis in order to identify and prioritize the most significant risks based on severity and probability in our due diligence efforts. Specific policies targeting the most significant risks identified will be developed, in order to provide guidance on Dustin's specific approach when addressing such risks.

In general, the IT industry's supply chain is complex. The route from mining raw materials to the end user is long and difficult to follow. For example, a computer contains several hundred different components, where each component in turn may have several manufacturers and subcontractors.

Industry specific risks

When assessing industry specific risks, we look at risks that are known and more frequent in the supply chain of electronics.

We are conscious that the electronics industry is still labour-intensive and dependent on skilled labour. A high rate of employee turnover and excessively long working hours are some of the potential risks in a factory that may employ thousands of workers. Furthermore, numerous processing chemicals are used during the production of IT products. In below table we will provide a high-level overview of the human rights risks that are present within the IT industry and in the different parts of the electronics supply chain.



Industry specific risks

Manufacturing		Raw material sourcing	
Recruitment practices	Migrant workers are at risk of being exposed to exploitative recruitment and labour practices. They are at risk of paying recruitment fees and being exposed to language barriers discrimination, and restriction of movement.	Child labour	Child labour especially present in the Democratic Republic of the Congo, in copper and cobalt mining, and within artisanal mining. Here, children often assist their parent/s in the mines due to significant poverty among the population. They undertake tasks such as navigating narrow shafts and tunnels, which adults often cannot access.
Hazardous chemicals	The electronics industry relies on process chemicals during manufacturing that pose risks to human health. Workers exposed to these substances face a range of potential health issues.	Forced labour	Bonded labour is a form of modern slavery common in the sector. It involves workers borrowing money from the employers that they cannot repay. Employers often impose high interest rates and withhold wages, trapping workers in a cycle where they effectively work without pay.
Working hours	Frequent use of excessive overtime is common in the manufacturing sector in countries such as China, Malaysia, the Philippines, and Taiwan. Workers risks being exposed to 12-hour days, seven days a week, without adequate rest.	Poverty wages	In developing countries, many workers in the mines earn less than the legal minimum wage, especially in artisanal mining.
Living condition	Employers often provide accommodation for their migrant workforce. The dormitories often fails to meet adequate living standards and risks being overcrowded, unhygienic, and expensive to the workers.	Violence	Violence within the mining sector has been observed against communities and human rights defenders who protest the mining projects. Undocumented and female workers are also at increased risk of being exposed to violence in mining.
Forced labour	Forced labour in different forms of modern slavery such as involuntary excessive overtime, employment bound by manipulated debt; retention of identity papers, state-imposed forced labour and so on.	Sexual harassment and violence	Women and girls working in or around a mine are vulnerable to being exposed to sexual violence and harassment.
		Health and safety	Mining by nature presents many health and safety risks and poor management of such risks consistently results in accidents in mining sites. Insufficient worker training and lack of personal protective equipment provision are leading causes of workplace incidents, while mining also can have negative impacts on workers' health.
		Lack of obtaining free, prior, and informed consent of Indigenous peoples	Mining is in many cases located in remote areas and overlap with Indigenous peoples' territories. Indigenous peoples often oppose mining operations due to social and environmental reasons. However, the voices of Indigenous peoples have often been ignored.
		Environmental damages	Tailing problems are common in mining, including water pollution from illegally discharging tailings into waterways, inadequate treatment of tailings, and accidental spills from tailing containers. Other reported issues involve chemical leaks, such as sulfuric acid, at processing plants.

Country-specific risks

Certain ethical, social or environmental risks occur to a greater extent in some countries than in others. Taking into consideration specific country risk and geographic locations of Dustin's supply chain, Dustin has engaged with local experts in certain countries to ensure Dustin's sustainability requirements are understood and complied with.

Below table indicates the risk level across labour rights, health & safety, environmental practices and business ethics for the countries where Dustin's main suppliers are located. To identify country locations and related risks we employ the RBA's EiQ risk mapping tool.

Supplier-specific risks

Many key suppliers are already well on the way to managing their businesses ethically and sustainably. Meanwhile there is a great variation among suppliers and how far down in the chain they work. For example, supplier-specific risks may relate to the effectiveness of management systems, the quality of training programs for factory workers or auditing of subcontractors. As part of our due diligence process we use different kinds of tools to identify supplier specific risks such as supplier self-assessments and Supplier Code of Conduct audits.

Supplier self-assessment

Dustin Compliance Capacity Assessment (CCA) is a self-assessment to evaluate compliance among suppliers including distributors. All new 1st tier suppliers, that is manufacturers and distributors we purchase directly from, must undergo such self-assessment as part of the onboarding process. The purpose is to give us greater insight into ongoing activities, commitment, and competence among suppliers related to working conditions in their own factories and warehouses, outsourced production, and the manufacturing of components by subcontractors and further down in the supply chain.

For suppliers who are RBA members and have established a trading relationship with Dustin in RBA, Dustin have access to their RBA Self-assessment Questionnaire (SAQ) including information about their facilities. This provides additional insights into the risk level of the supplier and its facilities and being one of the benefits of participating in industry collaborations.

Country specific risks

	Labour	Health & Safety	Environment	Business Ethics
China	High	High	High	High
Vietnam	High	High	High	High
Philippines	High	High	High	High
India	High	Extreme	High	High
Thailand	High	High	High	High
Indonesia	High	High	High	High
Malaysia	High	High	High	High
Turkey	High	High	High	High
Mexico	High	High	High	High
Taiwan	Medium	Medium	Medium	Medium
Japan	Medium	Medium	Medium	Medium
South Korea	High	Medium	Medium	Medium
Sweden	Low	Low	Low	Low
Finland	Low	Low	Low	Low
Denmark	Low	Low	Low	Low
Norway	Low	Low	Medium	Low
Poland	Medium	Medium	Medium	Medium
US	Medium	Medium	High	Medium
Canada	Medium	Medium	Medium	Low
Singapore	Medium	Low	Medium	Low
Ireland	Low	Low	Low	Low
Netherlands	Low	Low	Medium	Low
Lithuania	Low	Medium	Medium	Low
Czech Republic	Low	Low	Medium	Low

Supplier Code of Conduct audits

There are two types of audits Dustin can initiate: Dustin's own Supplier Code of Conduct Audit and RBA Validated Assessment Program (VAP) audit.

Dustin's Supplier Code of Conduct Audit program was established in 2015. The aim is to verify that manufacturing is conducted in accordance with Dustin's requirements. The audits are either carried out by Dustin's sustainability team or by independent and certified auditors from third party auditing firms. Conformance is evaluated against Dustin Audit Checklist which is developed from RBA VAP checklist and updated periodically. All Dustin Supplier Code of Conduct audits are conducted on site, as we see it is crucial to meet the supplier to understand how we can help them to close identified gaps, meanwhile, to take audit as an opportunity for the supplier's management and employees to learn Dustin's sustainability requirements.

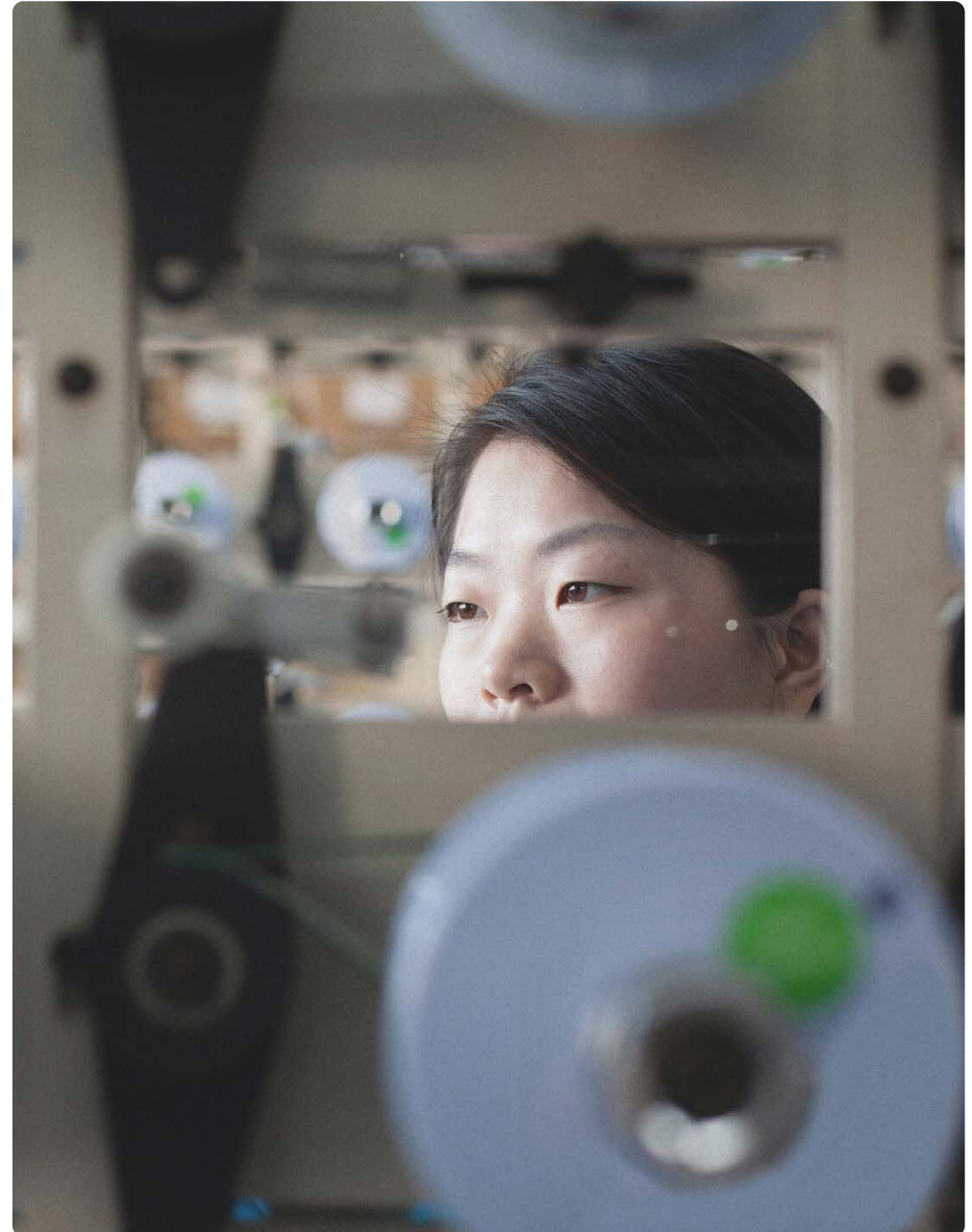
For the industry common suppliers, Dustin will have access to the supplier's existing VAP audit report or request a VAP audit, if trading relationship is established through RBA.

Dustin has a risk-based annual audit plan depending on the risk triggers.

Conflict minerals

Dustin has adopted a Conflict Minerals Policy to address the specific high-risk areas in our supply chain. Dustin Supplier Code of Conduct requires suppliers to exercise due diligence on the source and chain of custody of the tantalum, tin, tungsten, and gold in the products they manufacture to reasonably assure that they are sourced in a way consistent with the OECD Due Diligence Guidance for Responsible Supply Chains of Minerals from Conflict-Affected and High-Risk Areas or an equivalent and recognized due diligence framework.

Conflict Minerals compliance is assessed on a yearly basis to ensure that only certified smelters are used in the production chain for Dustin's own brands. Dustin utilizes the standardized Conflict Mineral Reporting Template (CMRT) developed by Responsible Minerals Initiative (RMI) of RBA to facilitate the process. For other suppliers relevant to conflict minerals regulations, Dustin reviews and assesses the suppliers' respective work on compliance to conflict minerals regulations.



Performance 2023/24

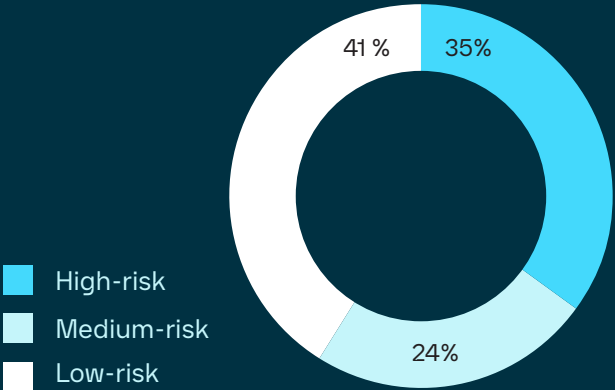


Risk mapping

35%

of our 1st tier suppliers (manufactures and distributors that we purchase directly from) present high-risk, 24% medium risk and 41% low risk. Main risk indicators include geography, supply chain, sector and product, covering sustainability aspects such as labour, health and safety, environment and ethics.

The risk mapping is a continuous process, and our goal is to gradually expand the scope of suppliers both broader and deeper.



Supplier risk assessment

97.9%

of our distributors with an annual purchase volume of more than SEK 200,000 has carried out a Compliance Capacity Assessment regarding ongoing work to ensure action in accordance with our Supplier Code of Conduct.

90.9%

of our new distributors with an annual purchase volume of more than SEK 200,000 carried out a Compliance Capacity Assessment regarding ongoing work to ensure action in accordance with our Supplier Code of Conduct.

85%

of the companies representing 80% of our spend are members of the RBA. Dustin is engaged in trading relationships with majority of them. Trading relationship enable us to understand sustainability risks and increases transparency linked to our suppliers, while also facilitating collaboration in improving human rights and workers' rights throughout our value chain.



Supplier Code of Conduct audits

15

In 2023/24, 15 Dustin Supplier Code of Conduct audits of high-risk factories were carried out

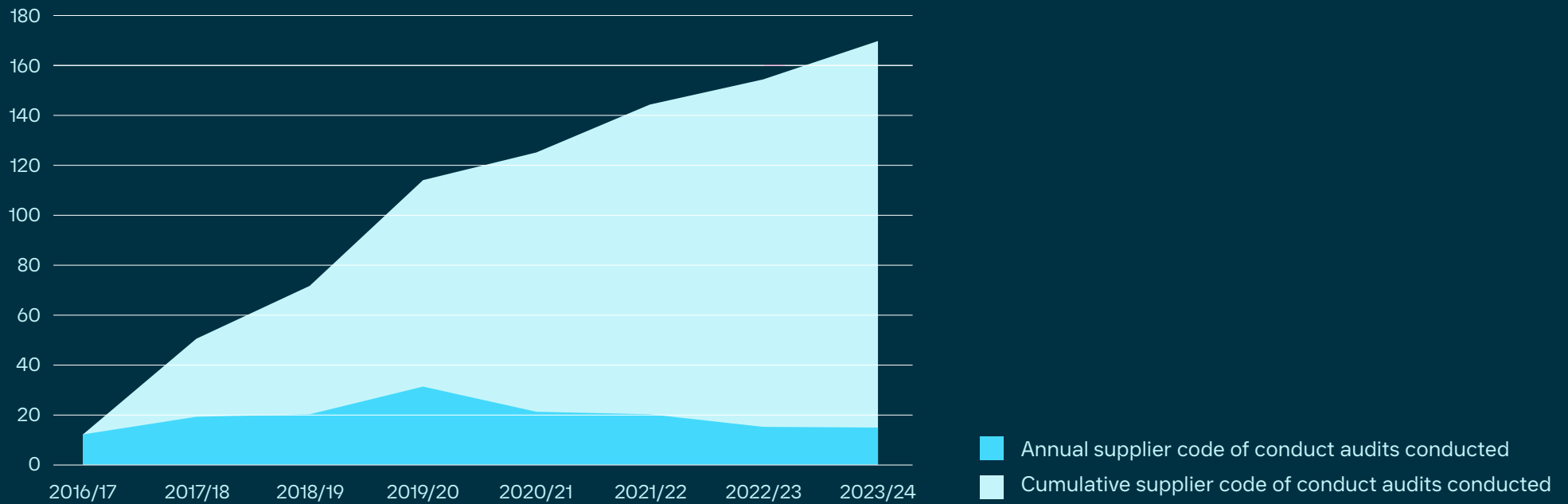


Conflict minerals

100%

of the products under our own brands are conflict free. This means that the metals are sourced from smelters certified as conformant through Responsible Minerals Assurance Process (RMAP) of RMI.

Supplier Code of Conduct audits



Adverse impact mitigation

Audit non-conformance management

We have defined four different levels of non-conformance severities against our Supplier Code of Conduct:

Zero tolerance – Unacceptable finding, with a significant impact that requires immediate corrective actions. These are predefined and limited to five different audit findings: 1) the presence of child labour in the facility 2) the presence of forced, prison, bonded labour in the facility 3) high health & safety issues that can cause immediate danger to life or serious injury 4) act or attempted act of bribery 5) falsification of records, licences or permits. The non-conformance must be reported to Dustin's CEO, COO, EVP Marketing, Communication & Sustainability, Head of Sustainability and Head of Legal within 24 hours.

Critical non-conformance – Full violation of the requirement, putting employee safety, employee rights or the surrounding community at high risk or danger.

Major non-conformance – Significant violation of the requirement. The finding indicates a systematic failure in the management system and the lack of control. The impact on employee safety, employee rights or the surrounding community is moderate.

Minor non-conformance – A partial violation of the requirement. The finding can be regarded as an isolated case or a random incident. The impact on employee safety, employee rights or the surrounding community is low. Minor non-conformances may occur due to inattention or lack of oversight.

Depending on the severity level, the supplier has 30 (Critical), 60 (Major) or 90 (Minor) days to respond with root cause analysis and corrective and preventive action plans, subject to Dustin's approval for execution and follow up. Corrective Action Plan for a zero-tolerance non-conformance shall be made within 48h.

Supplier capacity building

At Dustin we value suppliers who are willing to invest in continuous improvements and ensure sustainable development together with us. As we strive to have long-term partnership with our suppliers, they are expected to develop their sustainability performance and thereby long-term competitiveness and business resilience as well.

We carry out training sessions or other forms of capacity building for suppliers based on need. Our supplier capacity building program mainly targets identified suppliers with higher risk exposure such as Dustin own brands suppliers and is based on the common issues uncovered from the onsite audits. Supplier trainings are usually



conducted on an annual basis, where we gather the representatives from the suppliers and invite 3rd party experts to deep dive into chosen topics, such as labour rights, occupational health and safety, etc.

Contract termination

We strive for long-term mutually beneficial business relations and healthy cooperation with our suppliers. However, if a supplier fails to comply with Dustin Supplier Code of Conduct or rectify with corrective and preventive actions, Dustin has the right, as stipulated in Dustin Supplier Code of Conduct to stop purchasing until the matter is resolved. If improvement progress may still not be noticed or in the event of repeated violations, Dustin may eventually terminate the business relationship.

Nevertheless, it is important to point out that termination of supplier contract is not always the most efficient or responsible method to mitigate or cease negative impact. When appropriate, Dustin will first try to exercise its leverage, independently or with other stakeholders, to ensure remedies are properly provided to the affected individuals.

Performance 2023/24



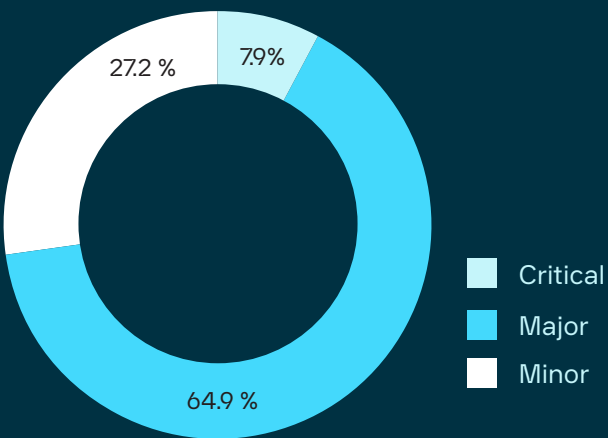
368¹⁾

identified non-conformances against our Supplier Code of Conduct during this year's audits, none of which were "zero-tolerance" deviations.

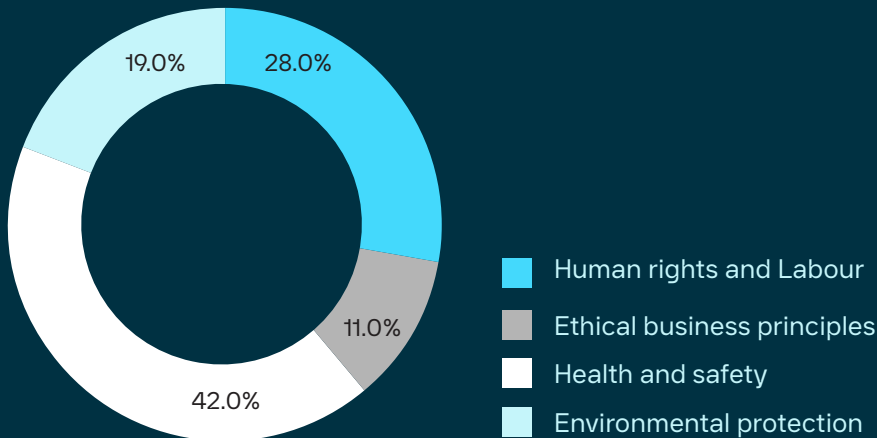
37%

of these deviations were resolved during the year. Some deviations have yet to be resolved as the timeline has not expired.

Share of non-conformance severities



Share of non-conformance categories



¹⁾ Additionally, during the year 4 observations were mentioned in the audit reports for the auditees' consideration without any follow-up required.

Area	Requirement	Total				Example of Non-Conformance
		Total	Critical	Major	Minor	
Human Rights and Labour	Freely Chosen Employment	7	0	6	1	Labour contract non-compliance with legal requirement
	Child Labour Avoidance	7	0	3	0	Lack of health examination for young worker
	Working Hours	39	19	19	1	Overly long working days and poor control of ensuring at least one day of rest per week
	Wages and Benefits	41	3	30	8	Workers' overtime wage non meet legal requirement
	Humane Treatment	4	0	2	2	Lack of disciplinary training for new worker
	Non-Discrimination	3	2	1	0	Age discrimination in the recruitment process
	Freedom of Association	2	0	1	1	Lack of policy about association
	Access to Factory and Records	0	0	0	0	Restricted access to its facilities and relevant records
Ethical Business Principles	Business Integrity	1	0	0	1	Lack of ethical training for worker
	No Improper Advantage	0	0	0	0	Lack of completion acceptance or fire protection acceptance permits
	Disclosure of Information	0	0	0	0	Record falsification of misrepresentation
	Protection of intellectual Property	5	0	2	3	Lack of policies to avoid malware and cyberattacks
	Fair business, Advertising and Competition	0	0	0	0	Identifying risks or evidence of collusion
	Protection of Identity	2	0	2	0	Deficiencies in confidentially report suspected ethical misconduct
	Responsible Sourcing of Minerals	0	0	0	0	Lack of policy concerning risk assessment and use of conflict mineral
	Privacy	0	0	0	0	Unauthorized disclosure of personal information
Health and Safety	Occupational Safety	41	1	30	10	Lack of personal protective equipment
	Emergency Preparedness and Response	44	4	35	5	Lack of fire equipment
	Occupational injury and illness	23	0	18	5	Deficient management of first aid kit
	Industrial Hygiene	21	0	17	4	Lack of occupational health examinations
	Physically Demanding Work	2	0	1	1	Deficiencies in identifying the hazards of physically demanding work
	Machine Safeguarding	14	0	6	8	Deficiencies in hazard warning signs on machines
	Sanitation, food, housing and transportation	11	0	10	1	Deficiencies in management in compliance with local health regulations
Environmental Protection	Environmental Permits and Reporting	8	0	7	1	Deficiencies in treating hazardous wastes by a licensed handler
	Pollution Prevention and Resource Reduction	2	0	1	1	Lack of improvement target
	Hazardous Substances	23	0	17	6	Deficiencies in training to employees on chemical/hazard wastes management
	Solid Waste	1	0	1	0	Deficiencies in identifying and minimizing the solid waste
	Air Emissions	9	0	9	0	Lack of boundary noise monitoring
	Product Content Restrictions	3	0	2	1	N-hexane is used in the production
	Water Management	1	0	0	1	Deficiencies in preventing discharges and spills from entering storm drains
	Energy Consumption and Greenhouse Gas Emissions	24	0	9	15	Lack of greenhous Gas Emissions
Management System	Company Commitment	0	0	0	0	Deficiencies in police statement on labour, Health & Safety and Ethics
	Management Accountability and Responsibility	7	0	2	5	Deficiencies in regular management review on labour, Health & Safety, Environment and Ethics
	Legal and Customer Requirements	2	0	0	2	Lack of identifying laws and regulations for ethics
	Risk Assessment and Risk Management	3	0	1	2	Lack of risk assessment on Labour, Health & Safety and Environment
	Performance Objectives with Implementation	9	0	3	6	Lack of improvement target and implementation plan
	Audits and Assessments	8	0	3	5	Deficiencies in regular internal audit on labour, Health & Safety, Environment and Ethics
	Supplier Responsibility	5	0	1	4	Lack of communication with suppliers on RBA, Dustin Code of conduct
	Total Findings 2023	368	29	239	100	



Supplier capacity building

- A climate awareness training was held by Dustin physically in Dongguan, China with 21 participants from the factories of Dustin's own brands. In addition, 43 participants joined the online version of the same awareness training.
- An online training on our sustainability risk assessment tool covering human rights, social, ethical and environmental aspects was conducted for factories that manufacture for Dustin's own brands. 43 factory representatives from Dustin's own brand joined the training.



Ending supplier relation

- There were no suppliers where purchases were put on hold due to insufficient measures such as human rights.

Remediation

Grievance mechanism

In line with our Supplier Code of Conduct suppliers shall ensure that workers have a mechanism to report grievances (and seek remediation for their employment issues) that facilitates open communication between management and workers. A grievance procedure shall define how issues are raised, objectively investigated, evaluated, concluded and communicated back to original person who raised the issues. Formal grievances and complaints shall be documented.

Human rights remediation

Dustin is committed to cooperate or provide for Human Rights remediation in cases where Dustin has caused or contributed to adverse human rights impacts. Human Rights remediation is usually developed with an external party to ensure the process is in line with international standards. In order to be effective, Dustin recognize that all cases are different thus all remediation plans must be individually developed. It is also important that the remediation plan is developed and implemented with a strong local

relevance, wherefor a local Human Rights expert organization can be included in the implementation to ensure the identified violation is securely being remedied with the rightsholder's best interest at the center. The responsibility to initiate the remediation process lies at the unit with the operational control over the activity where the negative impact occurred. The appointment of external party to support remediation process will be made by Dustin's Sustainability team.



Performance 2023/24



Whistle-blower cases

1

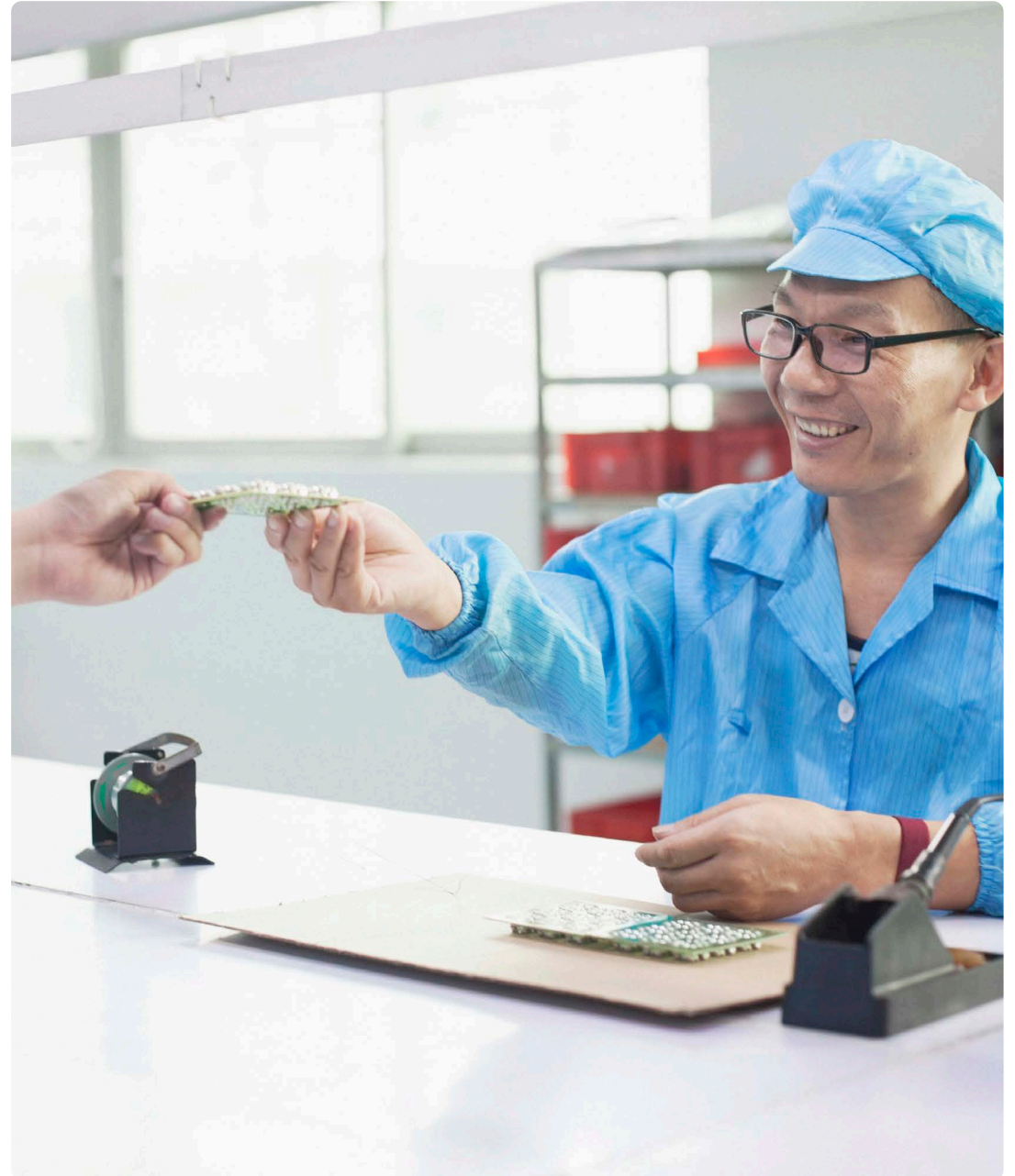
One whistle-blower case was investigated in 2023/24. The investigation in the case in question showed no gross improprieties and has been closed. The whistle-blower case was connected to Dustin's own operations and not to the supply chain.

Communication & transparency

In addition to this report, Dustin Sustainability Progress, including Sustainability Due Diligence, is publicly available through following links.

- [Dustin's Annual & Sustainability Report 2023/24](#)
- [Dustin's Corporate Sustainability Due Diligence](#)
- [Dustin's responsible supply chain work](#)
- [Dustin's policies for responsible business](#)
- [The Norwegian Transparency Act](#)

We also communicate through various channels with a wide range of stakeholders continuously about progress and ambitions with the sustainability framework and responsible business agenda.



Performance 2023/24



Communication & transparency

Dustin's Annual & Sustainability report for 2023/24 was published in November 2024.



Rating

EcoVadis rating: Gold – among top 5% of the most sustainable companies in the world as ranked by EcoVadis.

Guidance & Reporting

The overall progress regarding Dustin's supply chain is reported and communicated through Dustin Annual and Sustainability report, Dustin's webpage as well as through this report.

If any questions about this report, please consult with the Sustainability team via email sustainability@dustin.com or by regular mail to the address listed below.

Dustin Group AB
Att: Sustainability
Box 1194
131 27 Nacka Strand
Sweden

Updates & Reviews of the report

This report is updated on annual basis.



Thank you

