

Kivra's Code of Conduct



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Sustainability constitutes the basis of all our work. This is reflected in several dimensions. Everything from a sustainable business model and long-term ownership, to providing a secure service. We are many who need to take responsibility and act and we believe that companies play an important role in making the world better. We hope that we can be a role model and an inspiration to others.

Kivra's Code of Conduct aims to describe the values, expectations and considerations which constitute the basis for Kivra's day-to-day work. The Code of Conduct is an umbrella document for other policies and instructions which are adopted within the business. It covers the 10 principles in UN Global Compact but is based on our own mapping of our focus areas, without any ranking inter se.

We encourage an open culture where employees dare to speak their mind and encourage employees to report any misconduct which is discovered. For serious breaches of the Code of Conduct, Kivra has a whistleblowing system in place.



Kivra's core values

Kivra's core values show the fundamental values that drive the brand. They shape and build the foundation for the entire company. They talk about what Kivra wants to stand for now and in the future.

Happy happy

We strive for solutions where all parties get as much as possible out of an agreement, a collaboration or other things that we do internally or externally.

Teamovation

To create, develop and challenge together. Co-creation and innovation in teams with smart people from different places, with different experiences but where everyone is going in the same direction. Teamovation also means that we together with our partners, customers, senders and users constantly develop new, better solutions.

Friendly

We treat everyone with kindness and we are helpful. That's our hallmark. We are always there for anyone that needs our help or has questions and we always take the time to help. We are always to be trusted.

Secure

To protect and transport content and personal data is intimately linked to Kivra's entire business idea. Therefore, the security aspect has been with us since day one and Kivra is built with security in focus. Today, many are trying to adapt older technology to modern security requirements. We do not need to do that. Simply because from the beginning we worked with security at all levels, which is something we will continue to do. We care about the security of our users and have made a promise to protect it.

Sustainable

The most obvious aspect of our sustainability work is that we are a counterpoint to unsustainable physical letters and receipts. Furthermore the post in our service is so-called climate positive. But for Kivra, sustainability is more than environmental issues. Much more. Our core business itself is sustainable, it scales 1: 1. That means that the more we grow, by more users and senders, the more we contribute to a more sustainable society through the infrastructure we are involved in building.

We believe that companies have a great responsibility to create societal benefits; to be profitable at the same time is no contradiction. Central to us is to not create value only for one stakeholder, we care about the balance where both private individuals and companies and authorities benefit from our services. That is a main reason for us having reached where we are today.

1. Human rights

Respect for human rights.

We respect all internationally proclaimed human rights. We respect all internationally proclaimed human rights. Business and the respect for human rights go hand in hand and is, in our opinion, a central part of sustainable business. Kivra's respect for human rights entails an obligation not to cause, participate in or, through our business operations, be associated with any negative impact on human rights. This also means that we can conduct our operations on a value basis which includes respect for the internationally proclaimed human rights.

The protection of private life.

On the basis of the operations that we conduct, we have the greatest possibility to affect human rights concerning respect for private life. We do this by offering a secure and reliable service. For us, respect for private life, the private sphere, is a fundamental starting point for all of our operations. We thus actively work to minimise all potential risks in relation to the right to respect for private life and continue to monitor the possibilities that a stable and secure digital infrastructure entails in order to increase the protection for private life.

2 . Labour

At Kivra, everyone is welcome.

This means that we actively work towards inclusion and equal rights and possibilities for all employees. We do not tolerate any form of discrimination and in relation thereto we proceed on the base of the seven discrimination grounds; sex, transgender identity or expression, ethnicity, religion or other belief, disability, sexual orientation or age.

We recruit on the basis of competence.

All recruitments occur on the basis of competence and are approved by Kivra's CEO. As regards certain positions, background checks are performed in connection with employment in order to fulfil both internal and external requirements.

Private interests should not conflict Kivra's interests.

Working together with a close relative may result in an increased risk of conflicts of interest where private interests and Kivra's interests will conflict. This should always be carefully considered. Accordingly, it is impermissible for a manager to employ a close relative in his or her own department. In this context, a close relative means for example parents, siblings, partners and children.

3. Health

At Kivra, it is central to have a decent work environment.

We want to safeguard each other's health and the importance of feeling good at work. Employees shall not have an unhealthy workload and should know that they can always turn to their closest manager in order to raise questions, e.g. concerning workload and priorities. At Kivra, we have a zero-tolerance policy toward harassment and we do not accept victimisation. All employees should have the same possibilities based on their competence, experience and performance.

Work at Kivra and illicit drug use are not compatible.

Kivra shall be a workplace free from illicit drugs which all employees and managers are responsible for maintaining. Employees at Kivra have a responsibility to notify any suspicion concerning another employee's illicit drug use. Our principle is that illicit drugs shall be removed from the workplace, not the drug user. We thus offer support for employees who have addiction problems.

4. Behaviour

We are friendly to everyone around us and respect our business relations.

In a work context where employees represent Kivra, we act in a professional and friendly manner. We want to safeguard Kivra's reputation in every context. We do not speak about our business relations or sensitive corporate information in public environments. Any information concerning potential customers is deemed to constitute a trade secret. Likewise, what we are talking about internally should not be disseminated to third parties. We also understand the risk associated with having computers with Kivra logos and the fact that this can easily be connected to our employer.

We act prudently when representing Kivra on social media.

When we represent Kivra and post items on social media or other platforms we should think carefully before we publish and act respectfully. And we always proceed on the basis of Kivra's values. We are also aware that the things that we post as a private person can be linked to us as an employee of Kivra. In all situations, it must be made clear whether an employee is acting in a personal capacity or on behalf of Kivra.

Concerning distance working.

Irrespective of where we actually work, we perform our tasks in the same way as if we had been in the office. Irrespective of the location we always consider the above items and not least those persons who are in our vicinity. Especially when we talk about business relations or sensitive corporate information.



5. Environment and climate

We have active environmental work and we do not waste our resources.

Active environmental work is central in everything we do. And our superpower lies in our key business. Chopping down trees to make paper and receipts is wrong. We reduce the use of paper and offer a digital infrastructure instead. We also have our own organisation with a resource use connected thereto. In order to reduce this, we carefully consider all of our purchases, reuse as much as possible and recycle and sort household waste.

We were first in the world with so-called climate positive post.

Our focus is to have as low emissions as possible and we always do our utmost to reduce these emissions. In our climate accounts, we enumerate all of the emissions which our operations generate. We then attempt to reduce our emissions as much as possible. And for those emissions which we cannot negate then we compensate. To 110 %. In this way we bind more carbon dioxide than we release.

We travel on business in a sustainable manner.

The purpose of Kivra's approach to business travel is to encourage a climate smart and safe form of travelling. In conjunction with meetings, the means of communication is considered which does not require a physical meeting. If travel is required then public transport is primarily encouraged, including cycling or walking. Domestic travel is encouraged by train. If a car journey is necessary, then fossil free fuel is encouraged. In those exceptional cases where business travel occurs by aircraft, such business trips should be reviewed with the immediate manager. We do not offer company cars or subsidized parking spaces, but instead we create preconditions for showers and storage possibilities as well as parking of bicycles. As with other emissions which are generated by Kivra's operations, we also compensate for our business travel.

6. Business ethics

We have a zero-tolerance policy towards bribery and corruption.

Kivra does not accept any form of corruption or misconduct. We place great value in conducting our operations in accordance with basic principles and our core values. And also of course in accordance with applicable law and regulations. For us the issue of zero-tolerance against bribery and corruption is of central significance, not least in relation to the damage caused by corrupt conduct from a societal perspective.

We actively avoid all types of conflicts of interest.

We avoid mixing together our professional loyalties with our own and private loyalties and do not represent two or more interests in a given situation. We always ensure that the decisions which are taken are in accordance with Kivra's core values. Each employer has a responsibility to avoid conflicts of interest and to ensure that they do not arise. In connection with employment, the coming employee signs an IT and confidentiality agreement where issues concerning, e.g. subsidiary activities are raised.

Total prohibition against money laundering and financing of terrorism.

Kivra actively works on identifying risks in relation to money laundering and financing of terrorism, and of course to minimise the risk of such matters occurring. The central element of this work is that we have built a service which is difficult to be utilized for such crimes.

7. Sponsorship

We care about doing good.

In addition to offering a sustainable service, we also participate in initiatives which are intended to make the world a little better. For us, issues primarily pertaining to the environment, IT / digitalization and equality are close to our heart. We are, however, aware that there are many other important societal issues. Accordingly, we engage in several different types of initiatives.

We carefully consider our sponsorships.

We should be proud of the organisations that we support. We perform careful evaluations before we choose to support a certain organization. Among other things, we look at how large our part of the sponsorship is in relation to the organization's turnover, how long the organization has existed and we ensure that sponsorship cannot be viewed as some form of undue influence or bribe.

8. Information security

Safety is part of our DNA.

Information security primarily relates to preventing information from leaking out, being misrepresented or destroyed. It also relates to the fact that the right information should be available for the right people. And at the right time. Information should not end up in the wrong hands or be misused. All of this is the primary focus of our work in relation to information security. At a practical level, we also actively work towards "actual information security" by having clear guidelines and procedures to protect information in conjunction with work outside the office by, e.g. encouraging all employees to use privacy screens (and headphones in conjunction with video calls), and by providing training concerning the risks associated with, e.g. utilizing an open Wi-Fi network, something which we never do.

Everything we transfer is encrypted.

We use strong authentication through Mobilt BankID and the content of the mailboxes is securely stored in our data centers in Sweden. Gathering digital content in a secure way is our main mission and we spend a lot of time and energy on ensuring the integrity of our service, for example by guaranteeing that Kivra is a completely closed system.

Requirements from public authorities.

The requirements and expectations on Kivra of course not only come from inside the organisation. For example, since Kivra is a part of the state infrastructure Mina Meddelanden we also comply with the general terms and conditions for all mailbox operators.



9. Data protection

We safeguard privacy.

For us, the respect for privacy is our absolutely highest priority. This applies to everyone; our users, our employees, representatives of our senders, visitors to our website, persons who seek employment with us, shareholders and board members. Our work in relation to issues concerning data protection was at the top of the agenda long before the GDPR entered into force. This is due to the fact that we consider that one of the strengths of a secure digital infrastructure is the possibility to create a larger degree of safety for privacy.

Kivra's eight Data Protection Promises.

Kivra has eight Data Protection Promises which we are very proud of. The idea of the promises is to transform the requirements in the GDPR to something which is close to us, something which we can easily stand for. Among other things, we promise to have a high degree of awareness on issues concerning data protection within the organization, as well as that we always comply with the data subjects' rights in accordance with the GDPR.

Everyone's joint responsibility.

All of Kivra's employees are so-called Privacy Gatekeepers and are responsible for ensuring they flag if and when new processing of personal data is planned. Privacy Gatekeepers are also responsible for taking part in training and reviewing

all relevant documentation which is in place. By way of supplement, we also have a number of employees who are so-called Privacy Champions who work more actively in relation to issues concerning data protection and who have a responsibility to support the rest of the organization in relation to these issues.

10. Suppliers and partners

Kivra's suppliers are a part of our value chain.

We should not forget the suppliers that we engage to perform work on behalf of Kivra. Accordingly, our suppliers are evaluated carefully and the most suitable supplier is the one which performs the engagement. We evaluate our suppliers in a number of areas. The primary ones are sustainability and environment, business ethics, quality and security (including information security) as well as GDPR / processing of personal data (in those cases where this is applicable).

Our co-operating partners should be long-term.

Both Kivra and Kivra's partners shall work within the guidelines which we have jointly established. Our partners may in several instances be entitled to distribute Kivra's services. Accordingly, it is important that they – and we - act on the basis of agreed guidelines and agreements.

