

Code of Conduct

Do the right things and do things right.



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“As B2 Impact Group employees, **we are all responsible** for ethical behaviour & compliance”

Trond Kristian Andreassen
CEO of B2 Impact ASA

WE DO THINGS RIGHT

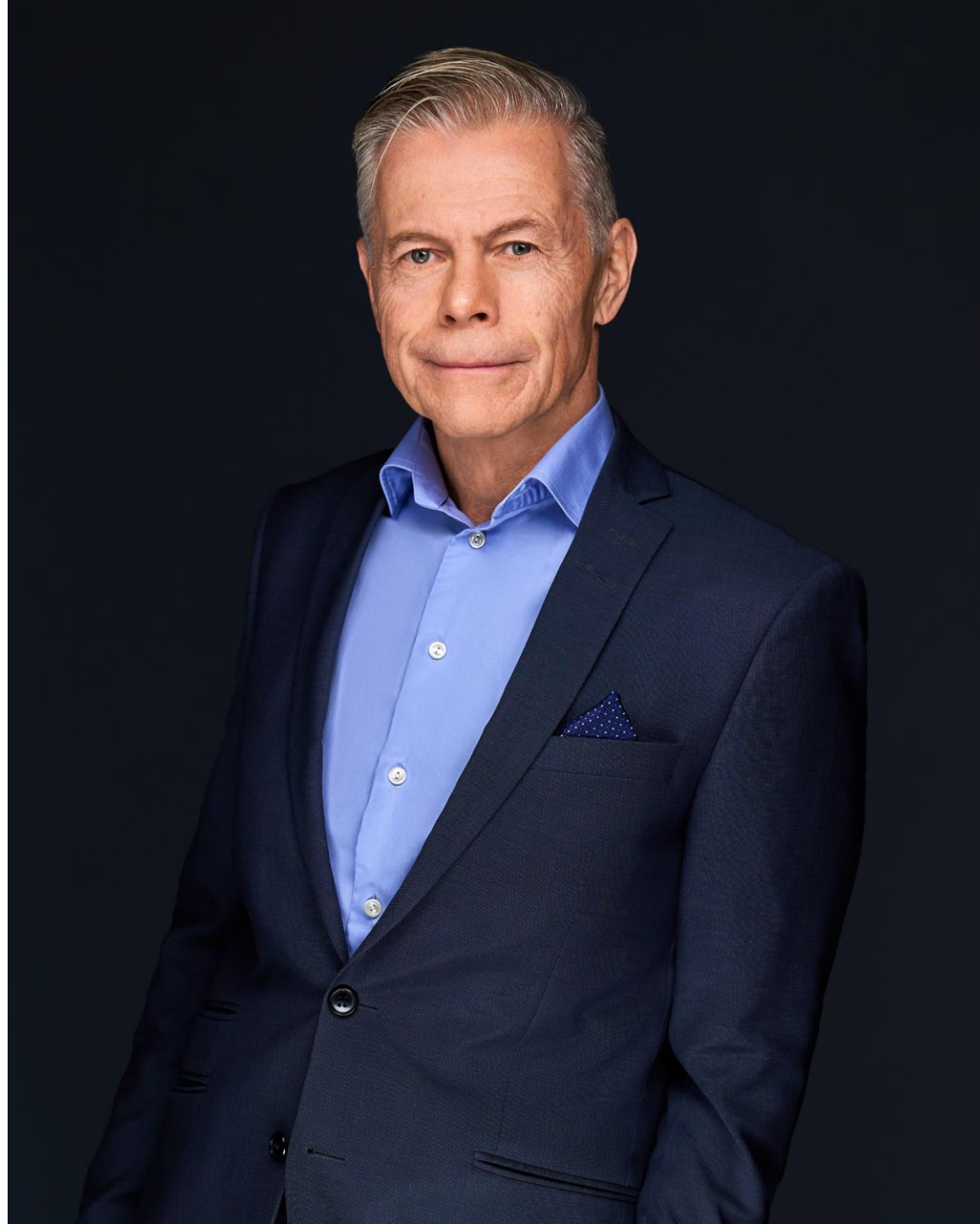
The B2 Impact Group has a valuable reputation as a solution-oriented and trustworthy player within the debt collection industry. Honesty and fairness are fundamental principles in our way of doing business and we are recognised for respecting our customers and business partners.

The Code of Conduct supports these fundamental principles of B2 Impact and is our foundation for building and sustaining professional and long-term relations with our stakeholders and maintaining high ethical standards in every decision made.

As B2 Impact Group employees, we are all responsible for ethical behaviour, compliance, and making sure that we follow the laws, regulations, and ethical practices that apply to our jobs and our business.

By following the B2 Impact Group's Code of Conduct in your daily work and by speaking up when misconduct is witnessed, you are an important contributor to ensure that our business is conducted in a responsible and sustainable way.

Trond Kristian Andreassen
Chief Executive Officer



WE MAINTAIN

High ethical standards

Although we operate in many different countries, which have different laws, regulations and local customs, we want to conduct our business according to the highest ethical standards, no matter where we are from.

Therefore, in B2 Impact, we expect all employees to:

- comply with the Code of Conduct
- maintain high ethical standards in all decisions made
- perform their duties and obligations with honesty, integrity and professionalism
- be transparent in their actions and communications
- put the corporate values above the desire for personal benefits
- admit their mistakes and faults and ensure their prompt rectification
- respect and comply with the policies and procedures of the Group

Managers are additionally expected to:

- set the tone at the top
- act as role models and lead by example



Our standards in the workplace



Our standards in the workplace

WE CARE ABOUT

Equality and diversity

We are committed to provide a fair, professional and safe workplace environment.

We aim to be a workplace where all employees thrive and are given equal opportunities for professional development.

We are committed to equality, diversity and to a culture that is free from discrimination including all unequal treatment, exclusion or preference based on race, gender, age, disability, sexual orientation, religion, political views, national or ethnic origin or any other characteristic that results in compromising the principle of equality.

What this means to you:

- Treat everyone with respect, fairness and dignity
- Develop good relationships and be supportive to your colleagues



Our standards in the workplace

WE CARE ABOUT

Data protection and privacy

We are committed to protecting personal data and respecting privacy.

Every reasonable step is taken to maintain data accurate, adequate, relevant and limited to the purpose for which they are processed.

We will only use personal data for appropriate purposes. Personal data will be processed in accordance with our Privacy Policy based on the General Data Protection Regulation (GDPR) and other applicable legislation.

What this means to you:

- Only access or share personal data if you are authorised and to the extent necessary for performing your duties
- Follow the information security guidelines provided by B2 Impact, incl. participation in direct trainings and eLearning
- Immediately report any incidents of information security or personal data breaches you notice

WE DO NOT TOLERATE

Harassment and bullying

We do not tolerate any verbal or physical conduct that harasses others, disrupts others work performance or creates a hostile work environment.

We want everybody, at all times, to feel respected and welcome.

What this means to you:

- Treat everyone you meet through work or work-related activities in a respectful manner
- Do not engage in harassment, bullying, workplace violence or other behaviour that may be regarded as threatening or degrading
- Respect other people's customs or culture
- Do not make offensive comments, belittling remarks and inappropriate jokes



WE DO NOT TOLERATE

Alcohol and drugs

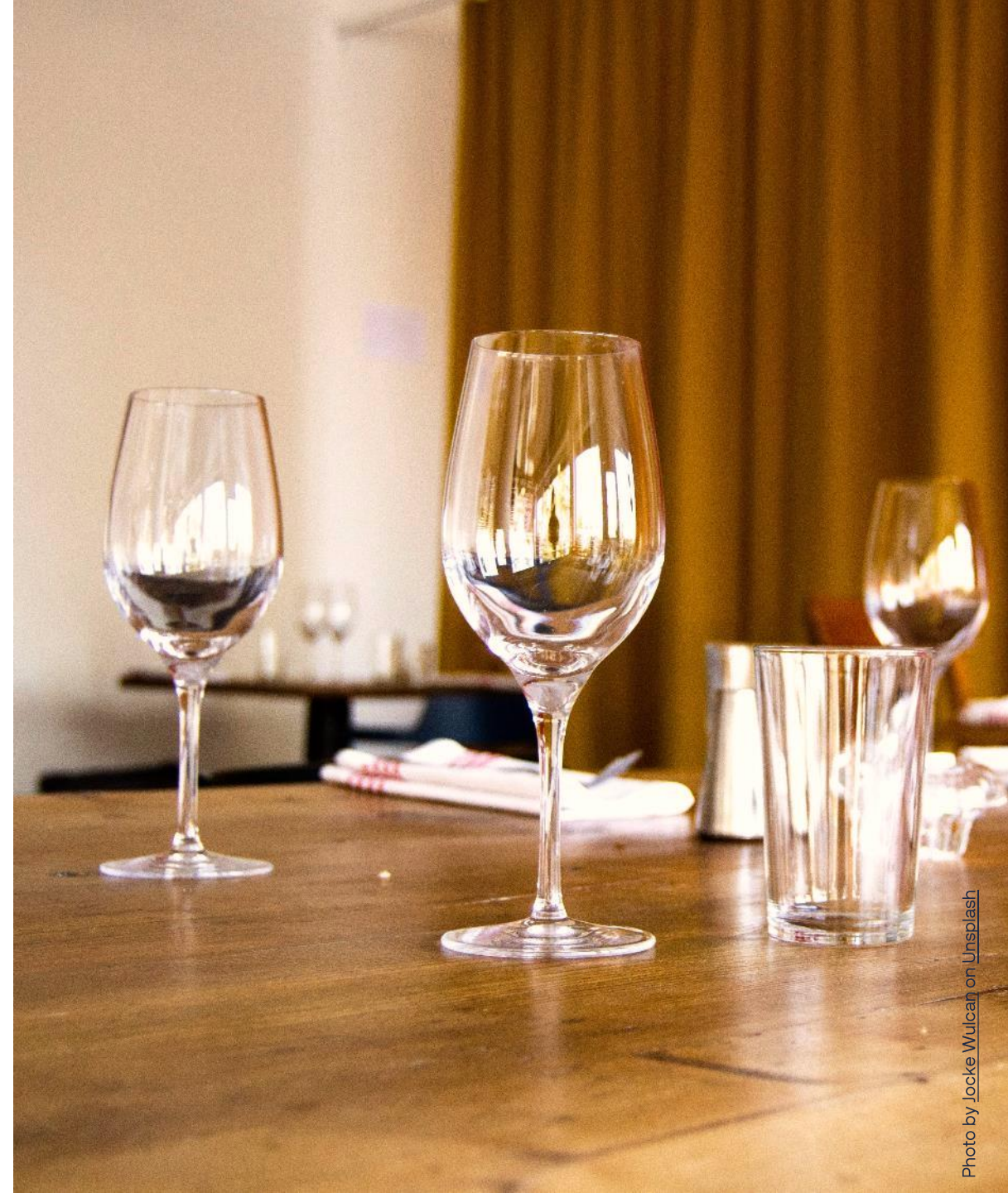
We do not tolerate the use of alcohol or drugs at any time in the workplace.

We are committed to assure an alcohol and drug free workplace to our employees. We do not tolerate any substances that might threaten the healthy and safe environment and negatively affect how employees perform their jobs.

At events and trips organized by the company, one should show moderation and caution when using alcohol, and other intoxicants are not accepted.

What this means to you:

- Never work under the influence of drugs or alcohol
- Report drug violations and suspicious behaviour or activity



Our standards towards our customers



Our standards towards our customers

WE CARE ABOUT

Our customers

We recognise that our actions and decisions can have a direct impact on the lives of people in debt.

We are committed to responsible debt management by upholding legal requirements and high ethical standards.

We listen to our customers, provide tailored support, and guide them towards managing and resolving their debt responsibly. We act with integrity in every customer interaction, maintaining confidentiality and fostering a trustworthy and safe environment.

What this means to you:

- Keep customer information confidential
- Deliver excellent service
- Listen actively and offer guidance towards debt resolution
- Always act with integrity, fairness, and respect

**Our standards
towards the
market and our
business partners**



Our standards towards the market and our business partners

WE CARE ABOUT

Fair competition

We support a competitive marketplace, respect and adhere to free and fair competition.

We will not engage in or tolerate anyone who engages in anti-competitive behaviour, such as price fixing, bid rigging, market sharing or abuse of market power.

We expect full compliance with applicable antitrust and competition laws.

What this means to you:

- Avoid activity that may unfairly restrict competition, distort the free market or appear to abuse a dominant market position
- Achieve competitive advantage only through fair and lawful means
- Always seek advice if you have any fair competition questions or concerns



Our standards towards the market and our business partners

WE PROPERLY MANAGE

Conflicts of interests and related party transactions

In B2 Impact, business decisions are taken, and transactions conducted, based on the best interests of the Group, without regard to personal benefit, relationships or considerations. We act ethically and never use our association with B2 Impact for personal gains. We are all responsible for avoiding, identifying, and reporting situations that may result in a conflict of interests.

What this means to you:

- Do not reveal confidential information to competitors or use it for your own benefit
- Do not favour family members/close friends over other candidates or employees
- Do not accept secret payments/benefits that could favour certain suppliers/services and put B2 Impact interests at risk
- Be open, disclose and discuss with your manager and the Compliance function any situation that might lead to an actual, potential or perceived conflict of interests

WE DO NOT TOLERATE

Bribery and corruption

We have zero tolerance for any form of bribery or corruption. This includes offering or accepting any undue advantage or benefit – such as gifts or hospitality – that lacks a legitimate business purpose for B2 Impact and is intended to influence decision-making or compromise objectivity and professional judgement. Facilitation payments made to public officials to expedite routine actions or services to which we are lawfully entitled are strictly prohibited.

What this means to you:

- Never engage in, authorise, or overlook any form of corruption, including facilitation payments
- Do not offer or accept any benefit in exchange for favourable treatment or a business advantage
- Consider how your actions may be perceived; never offer or accept anything that could be seen as an improper influence
- Ensure that all offers and acceptances of benefits are transparent, appropriate, and properly documented



WE DO NOT TOLERATE

Money laundering, terrorist financing and sanctions breaches

B2 Impact is committed to foster a culture of compliance and to comply with all applicable criminal provisions, anti-money laundering, counter terrorist financing and sanctions laws or regulations and to take serious action against anyone found to be involved in such financial crime.

What this means to you:

- Understand how money laundering, terrorist financing and sanctions breaches can take place and what are the red flags to which you should pay particular attention
- Obtain the information and conduct the checks required to mitigate the risk for B2 Impact of being misused for money laundering, terrorist financing and of violating sanctions laws or regulations
- Be open, disclose and discuss with your manager and the Compliance Function any situation/transaction that might be suspicious



Our standards towards our communities and the environment



Our standards towards our communities and the environment

WE CARE ABOUT

Communities and the environment

We strive to minimize the overall environmental impact and carbon footprint with the same level of respect and fairness that we treat our stakeholders.

We contribute to the society: from playing a vital part of the credit ecosystem, to local initiatives by employees contributing to a large extent in local care-taking projects, and financial support to organizations for children and underprivileged groups in the communities where we operate.

What this means to you:

- Support Environmental, Social and Governance (ESG) actions initiated by B2 Impact and your local company
- Avoid printing unnecessary documents and use electronic versions where possible

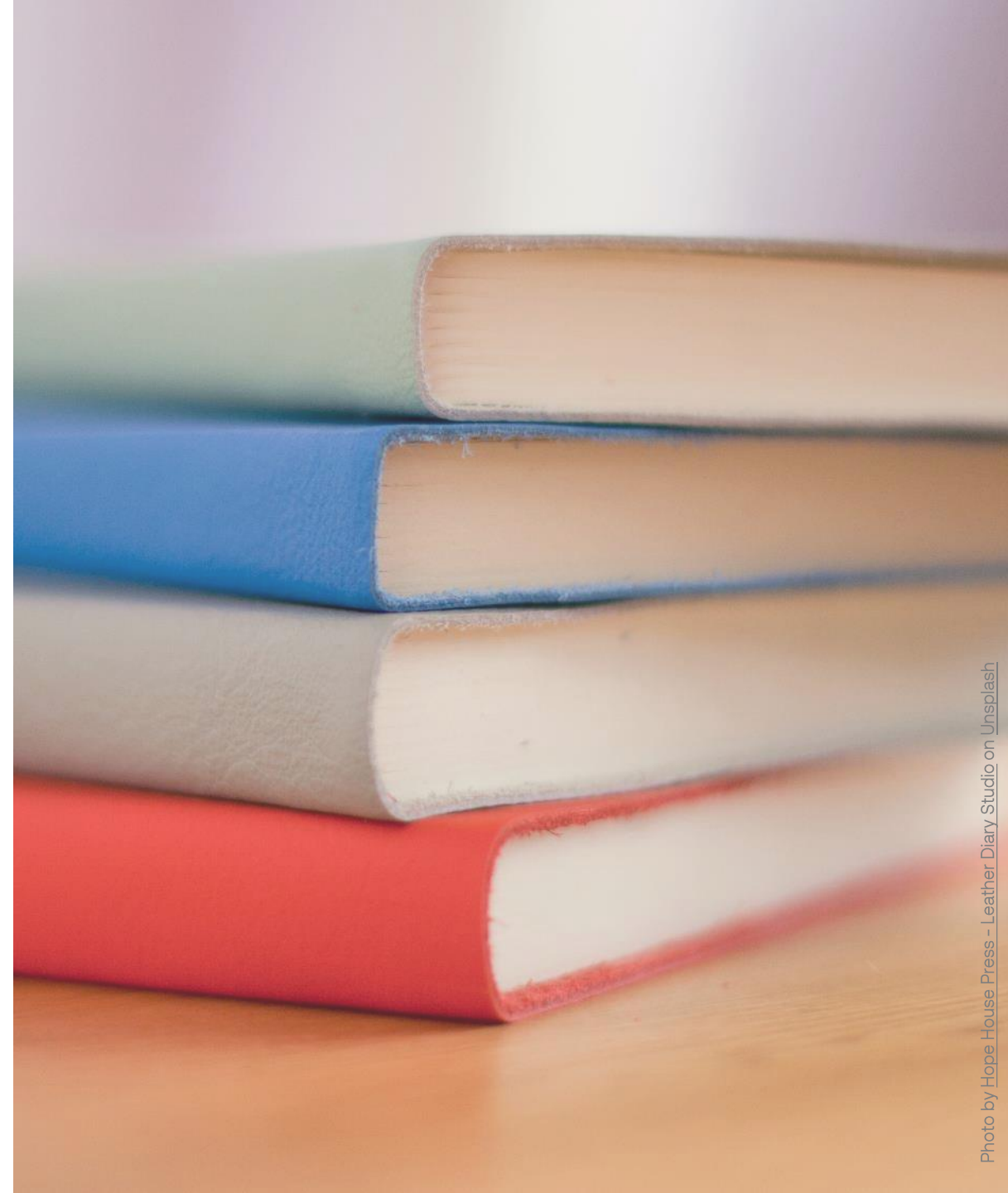
WE DO NOT TOLERATE

Political or religious involvement

We observe strict neutrality regarding political and religious interests, therefore neither the names nor the resources of B2 Impact shall be used to promote such interests. However, this does not conflict with the respect we have towards the diversity appearing in the personal religious and political beliefs of our employees.

What this means to you:

- Company funds shall not be used to financially support any political party or religious associations
- Do not use B2 Impact devices, such as copy machine, to multiply advertising leaflets or similar for political or religious associations



Our standards towards our investors and co-investors



Our standards towards our investors and co-investors

WE CARE ABOUT

Our investors' and co-investors' interests

We service portfolios in an efficient and professional manner, and we place emphasis on being more productive and effective every day to provide excellent results.

We aim at long business relationships. We cooperate, show initiative and are dedicated. We incorporate an agile approach and aim for excellence.

What this means to you:

- Perform your tasks responsibly and efficiently, and strive for the best results
- Demonstrate ownership and dedication, and show initiative by coming up with ideas helping the business to grow

WE DO NOT TOLERATE

Trading on inside information

Trading on inside information, meaning buying and selling securities based on material and non-public information we may have obtained through our jobs with the Group, is unfair and illegal. Sharing information and recommending others (“tip off”) so that they may trade is also illegal and not tolerated by the Group.

We comply with the law and believe everyone should make investment decisions based on the same rules and level of knowledge.

What this means to you:

- If you are in possession of inside information, do not trade yourself or advise anyone else to trade B2 Impact’ securities before the information becomes public to the market
- Familiarise yourself and comply with the “Instructions for handling inside information”, and seek advice if you are in doubt



How we handle misconduct



How we handle misconduct

WE CONSULT

When we are in doubt

If you are in a complex situation and it is not clear to you what action you should take, ask yourself the following questions:

- Is my action consistent with the Code of Conduct as well as with ethical and professional standards?
- Does my action comply with B2 Impact policies and applicable laws or regulations?
- Do I have enough information to make the right decision?
- Have I identified/considered other options/alternatives?
- Am I capable of making an objective decision or should I consult/seek advice and guidance?
- Would I be comfortable with my action if it was made public?
- Would I be able to defend my behaviour/action successfully, if it was questioned later by my manager?

If the answer to any of these questions is 'no', or if you are in doubt, consult with your direct manager, local or Group Compliance Function, or someone else in the company that you trust.

WE REACT

When we witness misconduct

When a misconduct, a wrongdoing or a violation of our Code of Conduct, policies, regulations or laws is witnessed, or whenever we have serious concerns about behaviours or business practices that make us feel uncomfortable in the light of the accepted standards, we are responsible for reporting them.

Report your concerns to the relevant Whistleblowing Function through our Whistleblowing channel or our ethics reporting line. Both can be accessed via Workplace (B2Gether) or directly on: <https://report.whistleb.com/b2-impact>

Alternatively, you can report to your manager or any other person that you trust, who can help you with filing your report in the Whistleblowing channel or via the ethics reporting line.



Code of Conduct

For additional material or guidance, contact your local or Group Compliance Function, or look at internal rules in the Knowledge Library on Workplace (B2Gether).