



Komplett Services AS

EQUALITY AND ANTI-DISCRIMINATION STATEMENT 2023

INTRODUCTION

Komplett Services AS, a subsidiary of Komplett ASA, operates as an e-commerce player in the electronics market in Norway, Sweden, and Denmark. The company has a total of 357 employees (headcount). This report focuses solely on employees in Norway.

According to the Equality and Anti-Discrimination Act, as an employer, Komplett Services is required to describe how the company actively promotes gender equality and prevents dis-

crimination based on defined indicators. These include gender, pregnancy, parental leave, caregiving responsibilities, ethnicity, religion, beliefs or life stance, disability, sexual orienta-

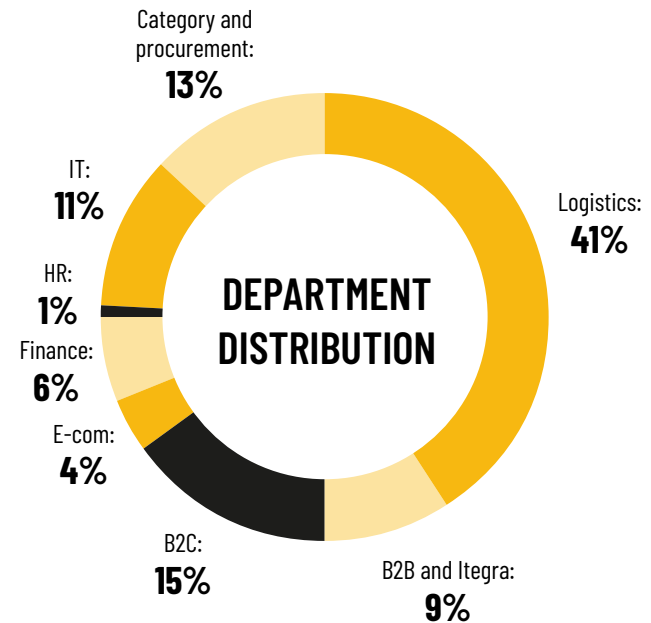
tion, gender identity, gender expression, age, and other significant aspects of a person.

This report is divided into two parts, addressing our status regarding gender equality (Part one), and outlining our efforts to ensure equality and prevent discrimination (Part two). The statistical data in Part one is extracted from our payroll and HR systems.

PART ONE: STATE OF GENDER EQUALITY

Komplett Service AS Norway has 339 employees (headcount) distributed across various departments, as illustrated in the chart shown below.

The Logistics department is the largest department, comprising 41 per cent of the employees, followed by B2C (Business to Consumer) with 15 per cent, Category and Procurement at 13 per cent, and B2B (Business to Business)/Itegra with 9 per cent.



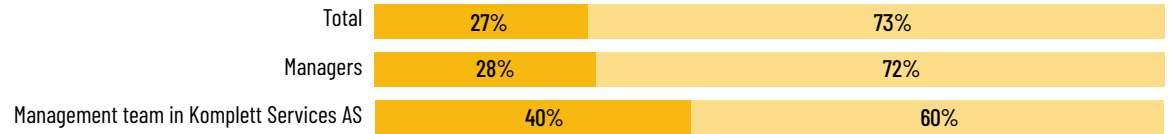
Gender distribution

In total the company consists of 27 per cent women and 73 per cent men. The share of employees identifying as “non-binary or other options” is not significant and thus not represented in the diagram.

The gender distribution at the management level closely mirrors the overall employee distribution at Komplet Services. The share of female managers is 28 per cent, while male managers constitute 72 per cent. In this report, management is defined as employees with direct reports.

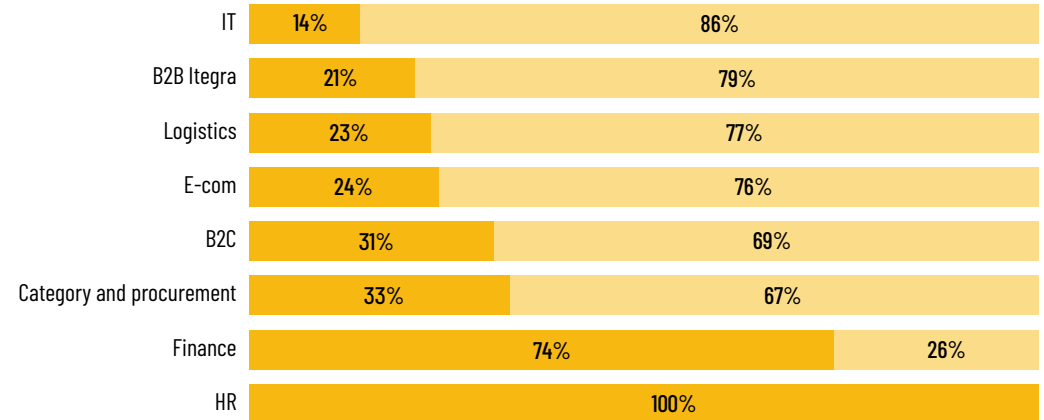
GENDER DISTRIBUTION

■ Female ■ Male



GENDER DISTRIBUTION PER DEPARTMENT

■ Female ■ Male

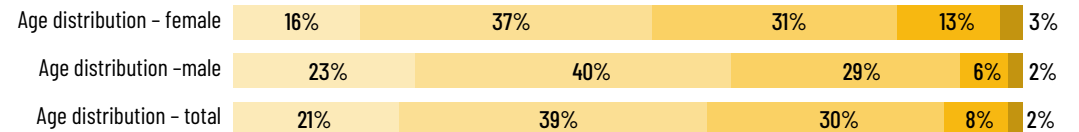


Gender and age distribution

The graph illustrates the age distribution among employees for both genders across the entire workforce. The distribution between women and men in different age groups is relatively even, except for the age group between 51 and 60, where there is a higher female share.

GENDER AND AGE DISTRIBUTION

■ <31 ■ 31-40 ■ 41-50 ■ 51-60 ■ >60



SALARY ANALYSIS

Notes to the assessment:

To ensure solid grounds for comparison, salary groups have been established based on requirements for competence, responsibilities, and seniority levels.

In addition to base pay, cash benefits consist of variable pay, compensation for overtime, benefits, and bonuses. Benefits include employee insurance, holiday gifts, work phone, and other taxable benefits.

Part time and temporary employees or trainees have been excluded to avoid statistical impacts.

As this report concludes, the gender balance at Komplett is uneven. With 27 per cent women and 73 per cent men, this distribution also influences the salary results.

Salary overview 2023

	Gender distribution at different seniority levels/ groups		Wage differences - women's share of men's pay					Benefits
	Women	Men	Cash benefits				Total taxable benefits	
			Total cash benefits	Base salary	Variable pay	Bonuses		
Total	85	244	108%	106%	100%	63%	113%	100%
Group 1 Operators, customer service staff, administrative staff	25	106	99%	99%	100%	87%	119%	100%
Group 2 Team leaders, coordinators, technical staff	11	35	99%	101%	N/A	67%	90%	100%
Group 3 Consultants, specialists, product management	27	49	94%	95%	3%	83%	92%	100%
Group 4 Managers, senior advisors, senior consultants	15	41	97%	99%	N/A	42%	118%	100%
Group 5 Directors, senior managers, senior specialists	7	13	114%	114%	N/A	N/A	N/A	100%

Total cash benefits

Total cash benefits are a compilation of the base salary, variable pay, bonuses, overtime compensation and other benefits.

Base salary

Overall, across the entire company, women earn 106 per cent of men’s salaries. This can be explained by the fact that women are more often in positions with higher levels of responsibility and/or managerial roles.

In group 1 (99 per cent), group 2 (101 per cent), and group 4 (99 per cent), women’s salaries are approximately equal to men’s.

In group 3, women earn 95 per cent of men’s salaries. There are no systematic reasons identified for women’s average salaries in this group being lower than the male employees. However, it should be noted that the share of women is lower than men in this group, and individual differences therefore have a greater impact on the numbers.

Komplett Services has an equal distribution of women and men in top management positions, and in group 5, we see that women earn 114 per cent of men’s salaries on average. Compared to the other groups, this is a small cohort, and once again, individual differences may significantly impact the figures.

Variable pay, overtime compensation, and taxable benefits

Variable pay is mostly used for positions that are linked to on-call duties that are regulated by collective agreements. Women’s share of men’s variable pay is 100 per cent in group 1,

and three per cent in group 3. In group 3 there is a low share of employees who receive variable pay and thus individual schemes have a strong impact.

In total for the company, women’s share of men’s remuneration for overtime work amounts to 113 per cent. In group 1, women’s share of men’s remuneration is 119 per cent, while in group 2 and group 3 it is 90 per cent and 92 per cent respectively. In group 4, women’s remuneration amounts to 118 per cent. It is noted that there is a low share of employees who receive overtime in group 4, and individual differences thus have a greater impact.

Taxable benefits in kind are provided equally within the various groups in the company, and the proportion is therefore 100 per cent.

PART-TIME EMPLOYMENT, TEMPORARY POSITIONS, LEAVE, AND SICK LEAVE

Part-time

Komplett Services AS has 4.8 per cent of employees in part-time positions. The percentage of involuntary part-time is zero per cent.

Temporary positions

Employees in temporary positions:

Temporary employment type	Number of employees
Apprentices/ Internship	3
NAV programme	1
Temporary position	3

Komplett Services AS also uses variable seasonal hires via recruiting companies. These are not formally employed by the company and are thus not included in this report.

Leave

Gender	On leave	Average number of weeks on leave
Women	6	17.2
Men	15	8.7

Sick leave

Average sick leave in 2023 was 4.03 per cent. This includes 100 per cent sick leave or partial sick leave, including self-reported sick leave. For women the sick leave was 4.45 per cent, and for men it was 3.88 per cent.

PART TWO: OUR WORK FOR GENDER EQUALITY AND AGAINST DISCRIMINATION

Principles, procedures, and standards for gender equality and against discrimination

Our gender equality efforts are anchored in various strategies, tools, and guidelines within Komplett.

The Code of Conduct clearly states that all employees are to be treated with respect and on an equal basis. Working conditions are intended to be fair in an environment focused on health, safety, and environment.

The consideration for gender equality and non-discrimination is also included in the overall personnel policy. Equality and non-discrimination should be an inherent and natural element in our company where everyone has equal rights and responsibilities in all areas, regardless of gender, age, ethnic or cultural background, ability, sexual orientation, or identity.

WORK ON ENSURING GENDER EQUALITY AND NON-DISCRIMINATION

Recruitment

All vacant positions are announced internally at a minimum, providing all employees the opportunity to apply. In most cases, vacancies are also externally advertised using the recruitment tool Easyruit, in addition to being posted on platforms such as finn.no, and LinkedIn. Job advertisements are crafted with specific requirements for the position, but efforts are made to keep qualifications open enough to make the position accessible for applicants with diverse backgrounds.

There are predefined procedures for the hiring process, where all candidates are evaluated by the manager and HR before potential candidates are invited to an interview with the manager. For candidates invited for a second interview, assessments are conducted using the Aon evaluation tool, followed by a discussion with the manager's superior before the final candidate is offered the position. All assessments in the hiring process are to be based on factual competence and suitability, while Komplett works towards achieving a well-balanced gender distribution. Komplett seeks to have at least one person from the underrepresented gender presented in the final stages of the interview process.

Interviews in recruitment processes are conducted both digitally and in person. All our offices are designed to provide easy access for individuals with mobility impairments.

Employees are encouraged to pursue internal mobility to ensure talent development.

WAGE AND EMPLOYMENT CONDITIONS

Komplett practices collective remuneration for employees within collective bargaining agreements and individual compensation for employees that are not included in collective agreements.

Tariff-based compensation

For employees included in a collective agreement, compensation is set by the collective

bargaining agreements provided by the EL og IT-Forbundet. Compensation is determined based on competence and seniority.

Individual compensation

Salary evaluations are conducted annually for all employees in accordance with their contracts. The wage assessment is based on various criteria such as competence, responsibility, performance, and market conditions. Cross-organisational salary comparisons are also made to ensure that employees receive fair compensation based on objective criteria.

Salary conditions for individual employees are regulated through the employment contract. The employee handbook describes terms of agreement, salary determination, salary adjustments, variable pay, bonuses, overtime, and other benefits. The employee handbook is accessible to all employees on the Intranet. New hires are informed about and encouraged to familiarise themselves with the employee handbook upon commencement.

Promotions, development opportunities and career advancement

Komplett places a strong emphasis on development opportunities for all employees. Employee discussions are conducted two times each year with a focus on social aspects and development opportunities. The Link tool is used for these conversations, documenting both performance and development goals.

All positions are required to be advertised internally. Out of the recruitments conducted in 2023, 53.8 per cent of the advertised positions were filled by internal candidates. This demonstrates Komplett's strong commitment to providing opportunities for employees, both for horizontal and vertical development.

Accommodation

Komplett makes an effort to adapt physical conditions, digital solutions, tasks, and working hours. Flexible working hours are practiced in the morning and afternoon, and there is an option for remote work for positions where feasible.

Komplett adheres to the labour laws regarding accommodating employees in various life situations, whether it be for leave related to caregiving responsibilities, religious holidays, treatments, or rehabilitation. The employee handbook outlines how accommodations are managed and the rights and obligations of employees in relation to this.

All company premises are designed to ensure that everyone, regardless of ability, can move freely within the premises. The office spaces are a mix of individual offices and open office landscapes. To mitigate noise issues, sound-absorbing partitions (soft walls) have been installed.

Komplett welcomes everyone to dress as they prefer, including religious garments or symbols. When catering, preferences related to religious beliefs or other considerations such as allergies are taken into account.

Opportunity to combine work and family life

The company facilitates employees to combine family life with work at Komplett. Employees have flexibility in their workday to the extent possible given the nature of the work. For employees who require adjustments in certain situations to perform their jobs, Komplett as an employer aims to contribute to this.

Harassment, sexual harassment, and gender-based violence

All forms of harassment and violence is considered unacceptable behaviour at Komplett. The company conducts digital, confidential, brief surveys every other week using the Winningtemp survey tool. The tool covers everything from well-being and job performance experiences to employees' encounters with bullying, harassment, and other incidents. If an employee wishes to report unwanted situations, they can do so anonymously in Winningtemp. HR has the option to contact the employee directly, and the individual can choose whether to remain anonymous.

The company has a dedicated whistleblower policy outlining how reports on misconduct should be filed.

Salary disparities and gender distribution at different levels/groups

The analysis is presented at the beginning of the report (Part one).

IDENTIFICATION OF DISCRIMINATION RISKS AND BARRIERS TO EQUALITY

The company has not revealed any obvious risks and barriers that impede equality and lead to discrimination. The assessments have,

however, showed several positive aspects in this regard:

- ▶ Inspections reveal that the company's premises are adapted for individuals with physical disabilities.
- ▶ The canteen offers a wide range of food, considering a satisfactory selection that accommodates various religious, allergy-related, or lifestyle preferences.
- ▶ Employee surveys include questions on whether employees have witnessed or experienced unwanted incidents such as violence, verbal or physical harassment, or sexual harassment in the workplace. No incidents are registered in 2023, however specific comments from employees on the topic are handled appropriately by manager and/or HR.
- ▶ Also, HR monitors the work environment by conducting workplace surveys every 14 days. If issues are reported through our deviation reporting system, this is reported to the Working Environment Committee (Arbeidsmiljøutvalget - AMU). There have been no reports of unwanted incidents through the reporting system at Komplett in 2023.

There may however be several inherent risks and barriers that may need to be addressed and assessed further, such as implicit bias, societal norms and stereotypes, cultural sensitivity etc.

The company admits that the gender balance in the company is not satisfactory and will commit to increase the proportion of women in the organisation.

POSSIBLE CAUSES OF RISKS AND BARRIERS

Komplett Services is a company that requires a broad range of skills. As indicated in the analysis, the proportion of women varies significantly across different departments. We observe that most of our employees work in areas traditionally dominated by men, such as warehouse/logistics, IT, and sales. This contributes to the gender composition in the company.

MEASURES AND AMBITIONS

Komplett Services is aware of the unequal gender balance in the company and will actively work to increase the gender balance. The company aims to increase the proportion of women in the organisation to at least 35 per cent by 2030. Additionally, the company aims to achieve gender balance in management positions by the same date, with at least 40% represented of each gender in management teams.

Additionally, efforts will be intensified to promote gender equality and prevent discrimination.

- ▶ Recruitment
 - *Review the recruitment process to ensure that women and men are treated equally in this process.*
 - *Employer branding: Assess whether measures need to be implemented to ensure and subsequently promote Komplett Services as a “female-friendly” workplace.*
- ▶ Enhance opportunities for developing individual competencies through the Komplett Academy.
- ▶ Review and potentially revise the company's guidelines on procedures that promote gender equality and prevent discrimination and communicate these internally.
- ▶ Monitor and follow up trends in Winningtemp that may indicate discrimination and take appropriate follow-up actions.
- ▶ Continuously address issues related to gender equality and discrimination in the Work Environment Committee.

Komplett Services AS

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