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| 1.1.1.5 Approved by: BoD | 1.1.1.6 Valid date: 15.06.2026 | 1.1.1.7 Expires: | 1.1.1.8 |

# Group Quality Policy

# 1 Background and purpose

The Group and its entities are dedicated to the mission of "clearing the path to justice." In pursuit of this mission, we are committed to delivering solutions that consistently meet or exceed the customers' expectations, both now and in the future.

The purpose of this Policy is to demonstrate and outline how the Group and its entities should continuously work to ensure quality throughout the solutions using clear processes and procedures in daily operations.

# 2 Target audience

## 2.1 Entities

The Policy applies to entities within the Group.

For the purpose of this Policy, the Group means Karnov Group AB (publ) and any entity over which Karnov Group AB (publ) has control (or joint control). Karnov Group AB (publ) controls an entity when Karnov Group AB (publ) directly or indirectly:

(i) owns more than half the share capital of the entity, or
(ii) owns more than half the voting rights of the entity, or
(iii) has the power to appoint more than half the board of directors of the entity, or similar governing body legally representing the entity, or
(iv) has the right to manage the entity's affairs.

## 2.2 Employees

This policy applies to all employees in the Group and entities within. All employees must be familiar and comply with the provisions in this Policy.

It is the individual's own responsibility to be familiar and comply with the policy and any local guideline, process, or procedure to support it.

# 3 Definition of Quality

The Group defines quality as the ability and commitment to continuously work on and improve all aspects of operations by committing to deliver:

Customer Satisfaction: Understanding and fulfilling the customer requirements through effective communication, responsiveness and delivering products that add value.

Continuous Improvement: Regularly reviewing and improving of processes and products to enhance efficiency, quality, and customer satisfaction.

Compliance: Ensuring compliance with all relevant applicable legislations and if relevant for the specific entity adherence to relevant quality standards (ISO etc.).

Employee involvement: Involvement and engagement of all employees encouraging them to understand and accept their role in the daily operation and the entities' ability to achieve the mission of clearing the path to justice.

Risk management: Identifying, assessing, and mitigating risks associated with processes, products, and service to prevent non-conformities and enhance reliability.

Environmental responsibility: Integrating environmental considerations into processes and decisions to minimize the environmental footprint and thereby contributing to sustainable development.

# 4 Quality management system

The Group recognises "Plan, Do, Check, Act (PDCA)" as a beneficial model to support the daily operation and encourages the entities to adopt the model where possible and relevant as well as implementing relevant controls.

## 4.1 Plan, Do, Check, Act (PDCA)

Plan, Do, Check, Act (PDCA) is a cyclical improvement process used within quality management systems, such as the ISO 9001 standard.

The 4 steps incorporated in the model are:

Plan: Identifying the purpose of improvement, establishing objectives, and developing an action plan to achieve those goals. It also involves collecting relevant data and resources, as well as defining roles and responsibilities.

Do: Once the plan is established, the necessary actions are performed to implement it. This involves applying resources, carrying out activities, and following the developed action plan.

Check: After the actions are performed, it is important to evaluate the results to ensure they meet the established objectives. This step involves analysing data, comparing the results to the expected outcomes, and identifying any deviations or irregularities.

Act: Based on the results of the evaluation, decisions are made on how to further improve the process. This may involve implementing corrections to address identified issues or adjusting the plan to optimise the results. It is important to ensure that the actions taken are based on data and evidence to ensure the effectiveness of the improvement process.

The cycle is repeated continuously to ensure ongoing improvement of processes and results to secure the defined quality goal.

## 4.2 Controls

Achieving full benefits from working with the PDCA, a variety of controls are recommended to be implemented.

Examples of relevant controls:

Process controls: These are measures put in place to ensure that processes are carried out effectively and efficiently. Process controls might include standard operating procedures, work instructions, and process automation tools.

**Quality controls:** Quality controls are designed to ensure that products or services meet the required/defined standards. This can include inspections, testing and quality assurance processes.

**Document controls:** Document controls are procedures for managing documents and records within the organisation. This may involve document version control, document approval processes, and document retention policies.

**Change controls:** Change controls are used to manage changes to processes, products, or systems in a controlled manner. This includes assessing the impact of changes, obtaining approvals, and implementing changes in a systematic way.

**Risk controls:** Risk controls are measures taken to mitigate or manage risks within the organisation. This can include risk assessments, risk mitigation plans, and monitoring of key risk indicators.

**Training and competence controls:** These controls ensure that employees have the necessary skills and knowledge to perform their roles effectively. This can include training programs, competency assessments, and performance evaluations.

**Supplier controls:** Supplier controls are measures to ensure that suppliers and vendors meet the organisation's requirements for quality, delivery, and performance. This may involve supplier audits, supplier performance monitoring, and supplier agreements.

# 5 Certifications

The decision to become certified within the Quality framework (example: ISO 9001) is made on local level, but the decision must be aligned with the Group Department Information Security, Privacy and Compliance. The Group is committed to maintaining an overview of all certifications obtained in order to secure collaboration, knowledge sharing, and best practices when working with certifications across the company.

# 6 Roles and Responsibilities

The Group Information Security Officer (CISO) is the owner of this Policy.

The board of directors is the authorized approver of this policy.

# 7 Exceptions

No exceptions are allowed to this Policy.

# 8 Monitoring of compliance

This Policy will be reviewed once a year. The next review will be in May 2027, or at any time if amendments to applicable law or other events make it necessary.

# 9 References

None.

# 10 Revision log

| Volume – Valid from | Revision Category New/Update/Wording/None | Description of main revisions |
|---|---|---|
| June 2024 | New | |
| June 2025 | Update | Change of policy ownership from CPO to CISO |
| June 2026 | Update | Minor updates to wording and removal of regional level. |