

# Corporate Social Responsibility Statement



A summary of our work within environmental, social, and quality management.



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This statement summarises Pilotfish's core commitments across environmental, social, ethical, and operational responsibility, reflecting how we work to support safe, efficient, and sustainable public transport.

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# Introduction

**Pilotfish Networks AB** is a Swedish technology provider specialized in digital solutions for public transport. Environmental sustainability, ethical conduct, employee well-being, and long-term societal value are embedded in Pilotfish operations and DNA. Our commitment is reflected in our certified Integrated Management System, our environmental program, our work environment, and our strong focus on data privacy, information security, and anti-corruption.

CERTIFIED  
**ISO 9001**



CERTIFIED  
**ISO 14001**



**SP**

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**ISO 27001**  
Information security  
management systems

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## Integrated Management System

Pilotfish's Integrated Management System (IMS) is governed by the QEDIS Policy – covering Quality, Environmental Responsibility, Data Privacy, and Information Security. The IMS is certified according to **ISO 9001, ISO 14001 and ISO 27001**.

In this CSR (Corporate Social Responsibility) and sustainability statement, we summarize how Pilotfish ensures responsible business practices in line with international standards, stakeholder expectations, and the requirements of modern public transport operations.

# Environmental responsibility

Environmental sustainability is a core element of Pilotfish's mission, vision, and solutions, all designed to make public transport the preferred mode of travel. The measures outlined below describe how we integrate environmental responsibility into both our operations and our offerings.

**Our services** – including the Vehicle Communication Platform (VCP), Onboard Insight, and Fuel Economy – are **designed to reduce environmental impact** at their core. They enable lower fuel consumption, increased vehicle uptime, fewer cancelled trips, and an improved passenger experience through well-functioning onboard systems and accurate real-time travel information supported by enhanced online connectivity.

The Pilotfish Vehicle Communication Platform (VCP) **reduces the need for onboard hardware** by eliminating duplicated functions. It also supports an evolving architecture that allows new systems and functions to be added over time, leveraging existing infrastructure, services, and available information.

Our **environmental efforts follow certified ISO 14001 processes**, including regulatory compliance, waste sorting, environmental goal setting and follow-up, and efforts to minimize the environmental impact of business travel.

Our **hardware is manufactured in environmentally certified facilities**, using materials documented in accordance with RoHS and REACH requirements, with recyclability ensured at end-of-life.



## We ensure sustainable hardware practices through:

- ✓ Repairs as long as possible.
- ✓ Use of recycled materials where possible.
- ✓ Compliance with EU environmental standards (RoHS, REACH, WEEE).
- ✓ ISO 14001 certified production.
- ✓ Low energy consumption.
- ✓ Design for recyclability and minimized hardware footprint.

# Social responsibility

At Pilotfish, social responsibility means creating conditions for people to grow, feel safe, and contribute meaningfully. We work actively to ensure fair treatment, protect well-being, and promote inclusion – both through our policies and through everyday behaviours that shape our culture.

## Work Environment & Health

Pilotfish maintains a robust work environment program based on the Swedish Work Environment Act, the AFS regulations as well as Pilotfish Work & Health Policy and Work Environment Handbook. Our ambition is to ensure a safe, healthy, and inclusive workplace where employees thrive professionally and personally. Key elements include:

### Employee Participation & Social Dialogue

Pilotfish encourages active employee involvement in work environment matters through monthly company meetings and open channels for reporting and dialogue.

### Equality, Inclusion & Fair Treatment

Pilotfish ensures equal treatment for all employees and partners, promoting diversity and inclusion, ensuring a respectful workplace culture.



#### **Systematic work environment management (SAM):**

Annual reviews, risk assessments, safety rounds, incident reporting, and structured action plans.



#### **No tolerance for bullying or harassment:**

Our Policy on Offensive Treatment defines unacceptable behavior, establishes reporting procedures, and mandates immediate managerial intervention.



#### **Psychosocial well-being:**

Regular employee interviews, workload assessments, and continuous improvement discussions.



#### **Health support:**

Wellness allowance, company-arranged wellness hours, and access to occupational health services.



#### **Remote Work Policy:**

Guidelines ensuring secure and safe working conditions outside the office.



# Anti-Corruption & Ethical Conduct

Pilotfish's Anti-Corruption Policy applies to all employees, board members, and subcontractors. The core principles include:

- ✓ Zero tolerance for corruption.
- ✓ Mandatory reporting and action on suspected corruption.
- ✓ Strict guidelines for conflicts of interest, gifts, and representation.
- ✓ Transparency, accountability, and participation in decision-making.

Zero tolerance  
Accountability  
Responsibility  
Transparency  
Integrity



# Societal contribution

Pilotfish's solutions contribute to society by enabling lower emissions, improving passenger experience, enhancing operational reliability, and supporting the transition toward sustainable and attractive public transport mobility.

Furthermore, Pilotfish contributes to society by being a responsible employer that prioritizes employee well-being, fair working conditions and a safe, inclusive and healthy work environment.



# Quality Management

Quality Management is essential for Pilotfish to create long-term value for customers and society by delivering reliable and high-performing services. Key elements include:

- ✓ Long-term commitment to high service reliability and product quality.
- ✓ Cross-functional improvement efforts to continually enhance processes and performance.
- ✓ Strong customer focus to ensure efficiency, availability, and reduced operational disturbances in public transport systems.
- ✓ ISO 9001 certified Quality Management System.

CERTIFIED  
**ISO 9001**



# Information Security & Data Privacy

As part of our responsibility to support secure and reliable public transport operations, information security and data privacy are important aspects of Pilotfish's overall CSR commitment.

## Clear processes & structured routines

Our information security work includes clear processes for risk assessment, incident handling, and access control. Through structured routines and continuous improvement, Pilotfish safeguards the confidentiality, integrity, and availability of information relevant to our services and our customers' operational environments.



CERTIFIED  
ISO 27001  
Information security  
management systems



Pilotfish is certified according to ISO/IEC 27001:2022, ensuring a systematic approach to protecting information and managing security risks.

## Data Privacy

As part of our commitment to responsible and sustainable business practices, Pilotfish ensures that all personal data is handled with care, integrity and respect for individual privacy. We ensure:



**Protection of personally identifiable information (PII) across business processes.**



**Clear procedures aligned with GDPR and privacy best practices.**



**Employee responsibility to report privacy-related concerns or incidents.**

# Summary

Pilotfish is committed to operating responsibly and sustainably, in close alignment with the needs of the public transport industry. Through certified management systems (ISO 9001, ISO 14001 and ISO/IEC 27001), strong environmental and social responsibility, and a systematic approach to information security and data privacy, we ensure that our solutions support safe, efficient and sustainable public transport. We remain dedicated to continuous improvement and to contributing positively to our customers, society and the wider public transport ecosystem.

## Want to know more?

For further information or clarification regarding Pilotfish's CSR work, please feel free to contact us. We are available to provide additional details and support in procurement processes.



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