INFRAKIT

Culture Handbook

2025

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Introduction: Mission & Vision, and Values

Our mission is sustainable infra industry. To reach this goal, we will sell Infrakit to every project in the world.

Our values are honesty, responsibility, and caring.

Core Values: Honesty

Honesty

We are honest, kind and transparent towards coworkers, customers and partners.

Examples:

- We are transparent when talking to customers and in internal discussions
- When we are honest, we are also caring. We can disagree, but we are never aggressive towards others.
- We assume positive intent from other people even in challenging situations
- We give praise in public and constructive feedback 1on1

Core values: Responsibility

Responsibility

All roles at Infrakit are quite independent. We are driven to continuously improve our skills and make our product and offering the best possible for our customers.

Examples:

- We are proactive, curious to learn more, and take action if we see a problem.

- If mistakes happen, we correct them and learn —no blaming, instead focus on solutions and improvement.

- We are able to ask from our selves: "What comes to the room when I enter the room? Am I solution oriented, am I fun to be around?"

- We take responsibility of our service to customers in all circumstances.

Core Values: Caring

Caring

We help each other grow and succeed. We are mindful about how we behave and how it affects others. Everyone at Infrakit builds the company culture.

Examples:

• Caring for our customers, understanding their business and their pain points, and offering the best possible solutions in order for them to succeed

• Infrakit is a professional team. We think "we" instead of "I", yet we are accountable of our personal contribution.

• We help each other grow, for example by being a mentor for a new employee

• We have empathy and understanding. Caring is making tough decisions when necessary.

Communication

Our communication reflects our core values: honesty, responsibility, and caring. How we communicate shapes our work and behaviour.

Internal communication

We encourage open, respectful, and direct dialogue, ensuring everyone's voice is heard. Infrakit leadership style is coaching, for example asking open-ended questions to bring new insights and individual development. We give constructive feedback by being honest and caring.

External communication

As Infrakit ambassadors, we embody our values in every interaction. We communicate with professionalism, integrity, and transparency.

Work Environment

We value positive, fun, and curious work environment – in office and remote.

Diversity & Inclusion
Everyone at Infrakit creates a workplace where employees feel valued. Diversity strengthens our team and brings different viewpoints and perspectives.

Remote Work & Flexibility
Infrakit trusts its team to manage time effectively. We are located in many countries and work a lot remotely with flexible schedules. This means that people are responsible of their work and outcomes. To bring our people together, exchange ideas and stay motivated, we also have shared office days and live meetings regularly.

Health & Well-being
Health is a priority. We value our employees and provide resources and benefits to encourage a healthy work-life balance.

Growth & development

We focus on continuous learning and want to develop a feedback culture where everyone gets enough feedback of their work. However, we also expect our employees to take responsibility of keeping their own competence up to date.

Learning & Development

At Infrakit you get the opportunity to be at the forefront of construction industry. We are a growth company changing the industry, and you will become a world leading expert by working in these projects. It is challenging and rewarding at the same time, and you will learn a lot. We support our new employees by offering a professional mentoring program.

Feedback & Performance

Honest feedback drives improvement. At Infrakit, performance reviews are continuous conversations, not just annual events. We use pulse survey results and encourage peer and manager feedback to support growth and learning. Everyone at Infrakit has personal KPIs, which are related to company goals.

Celebrations & Social Life

We value celebrating achievements and building team bonds. Celebrations recognize hard work, joy, and being a one, united team.

Milestone Celebrations

We want to celebrate successes together —projects, birthdays, and personal milestones—appreciating these special moments together. In everyday life, we might not always have the time to organize special events around each milestone, but we appreciate even smaller gestures like using the Slack channel #praise or sending out nice, thoughtful messages to each other.

Events & Traditions

Annual events like all-hands meetings and Little Christmas parties foster a supportive environment. Teams are encouraged to gather around the holidays, respecting cultural differences.

Team Building

We are also budgeting for small team activities to strengthen connections, ensuring everyone feels included and valued.

Code of Conduct

Our code of conduct is rooted in our values of caring, honesty, and responsibility. We expect all employees to act with professionalism, respect, and integrity in everything they do.

Professional Behavior: We maintain a respectful and professional work environment at all times. This means treating each other with care, communicating honestly, and acting responsibly, both within the company and with our customers and partners.

Zero Tolerance for Discrimination: We are committed to a workplace free from discrimination, harassment, or bullying. Behaviours that undermines our commitment to inclusion and care are not tolerated. Every employee takes ownership of creating a safe and respectful environment for all.

Workplace Safety: Safety is everyone's responsibility. Whether in the office, working remotely, or on-site, we ensure that all safety protocols are followed. Caring for each other means prioritizing health and safety at all times.

Conflict Resolution

Conflicts are a natural part of any work environment, but how we handle them reflects our values of honesty, care, responsibility. We encourage open dialogue and respectful resolution.

Open Dialogue: When conflicts arise, we believe in addressing them head-on through honest and open communication. We encourage team members to resolve issues directly. If additional support is needed, HR is available to mediate and help find a fair solution. Always assume positive intent, even in challenging situations. It is also wise to discuss difficult topics live or via phone instead of using Slack.

Respectful Disagreement: Disagreements are part of innovation and growth, and we welcome diverse viewpoints. However, it's important that disagreements are handled respectfully, focusing on the issue, not the person. Productive conflict can lead to better decisions, but it must always be approached with honesty, care, and professionalism.

Closing remarks

Culture is the foundation of everything we do. It defines how we care for each other, how we communicate honestly, and how we take ownership of our work. Values also define how we act even when nobody is looking.

We aspire every day to create an environment where our employees succeed and feel that their work matters. By upholding our values of caring, honesty, and responsibility, we can grow, collaborate, and achieve our goals together.

Thank You!