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Datum: 2019-06-26

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Approved by: Tina Wessman Hellstadius

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SUSTAINABILITY CODE OF CONDUCT

OUR RESPONSIBILITY

SOL believes that we together can strengthen the sustainable business practice in our services. It's important for us how we conduct and take responsibility and follow up on our business. This responsibility applies to SOL as company, our employees, suppliers and stakeholders. SOL responsibility is in a sustainable and efficient way performing cleaning, foliation, posting, service staffing, FM and maintenance service which create value add in daily base for our customers. We are a certified in ISO 9001 for quality, ISO 14001 for environmental, OHSAS 18001 for working environmental and are authorized service company at Serviceföretagen Almega and are also collective connected to different unions.

It is expected that SOL, managers, our employees, business partners, suppliers and stakeholders aware perform these services with focus on the individual's integrity, human rights, fair and safe working conditions, ethical and environmental green business practice.

Our policy for Code of Conduct & Business Ethics, is based on principles from: *United Nations Global Compact ten principles, The United Nations Guiding Principles on Business and Human Rights, OECD Guideline for Multinational Enterprises.*





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QUALITY IN ALL THINGS WE DO



SOL SYSTEM

Through our **SOL System** we strive to work with an integrated sustainable management system which include quality, occupational health and safety and environment. We consider it's depending on each other within our daily activities, and in a coherent way, it simplifies and streamlines continuous improvements and corrective activities. An integrated way of working shall minimize our administrative costs, streamline processes, generate profitable and cost efficiency services to our customers.

OUR VALUES

The follow values are applicable for us as employees to comply to, to be able to succeed in our deliveries to our customer and that our customer choose us as supplier through competitive companies. Therefore, we must comply to follow:

- A sunny satisfied customer
- The joy of working
- Everyday creativity
- Entrepreneurship
- Reliability

A LIABILITY CONTROL FOLLW UP TO BORDER MANAGEMENT

It's important for **SOL**, our partners and suppliers that we have a quality policy, targets, processes, instructions, corrective actions and continuous improvement established in the company. We perform risk analysis, follow up digital our quality on regular basis due to specified quality requirements within every customers operations object. Therefore, **SOL** has pointed out supervisors which has financial customer responsibility for our business, they are responsible for



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quality, to implement and maintain the operation which has been committed together with the customer. Up to board of director level the company follow up the supervisor performance on a regular basis, how well their leadership turns out in the operations and how optimized the planning of resources turns out in the reality in the daily operations deliveries.

INFORMATION AND EDUCATION

We have an internal school, **SOL Academy**, education designed for unique operation and give appropriate education to our employees within health and safety, operational risks, hazardous operations, first aid support, leadership, training of our service within cleaning and foliation. The company put a lot effort to educate our staff in the Swedish language, when the majority are foreign born. In that way we strengthen our quality work to reduce miss understanding and create affinity within our organization and society.

WE ARE UPDATED IN LATEST NEWS

At **SOL**, our partners and suppliers the service shall be profitable, comply to quality requirements, be deliver in time according to contacted terms and comply to our customers and stakeholder's expectations. For us it's obvious to report nonconformities which doesn't live up to the quality requirements, then we consider it's positive to report deviations to be developed and improved by activities. Off course we safeguard that we bring knowledge and use the latest method and equipment to streamline in our services to be sustainable to make our customer feel safe about our delivery. For example, **SOL** was one of the first to use ultra-pure water within cleaning, which is efficient and save chemical usage in the daily operation.

CUSTOMER FOCUS

At **SOL**, our partners and suppliers we cherish to have a sunny satisfied customer and receive the required service deliveries which is contracted for. Therefore, we believe in measuring and follow up our customer satisfaction in a systematic way in how well we perform against committed targets and requirements. We monitor, evaluate and analysis our result. **SOL** perform internal audits to determine that we comply to our processes, instructions and requirements, int that way we ensure traceability within our operations.

COMMUNICATION

SOL have implemented monthly meetings where the company communicate all changes and company result to the employees, to safeguard that everyone receives the understanding of the business. It's also an opportunity for employees to raise issues and improvements solutions to be implemented in other departments.



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CONTROL METHODS, STANDARDS AND LAW REQUIREMENTS

We at **SOL**, our employees, our business partners, our suppliers and stakeholders has establish/ or follow:

1. Applicable laws, regulations and standards in all countries in which we are operate. If the requirements in our code have higher requirements than the local standards and laws, shall our Code of Conduct & Business Ethics be applied. Suppliers and business partners must inform SOL if they discover contradictions between the applicable local law and regulations or if they discover material breach of the code in their suppliers or subcontractors operations or manufacturing.
2. A management and control system with a proper corrective actions method is implemented to ensure compliance of the code. Supplier and business partners must ensure and monitor that their suppliers and subcontractors comply with our code or other similar standards.
3. Secure that employee, suppliers and subcontractors is trained in the requirement covered in the code.
4. If we suspect any kind of violence against the law or the Code of Conduct & Business Ethics, we are all responsible to **“whistle blow”** it to line manager or contact person or else write or dial to:

incidenter@sol.se Telefon: +46 8 429 90 40

WHISTLEBLOWER CHANNEL:

<https://www.sol.se/om-sol/kontakta-oss/visselblasarkanal/>



SOL will always carefully an in agreement with our values, processes and laws handle reporting of infringement cautiously. We do not accept any discrimination or retaliation against employees who have, in good faith, reported a suspected violation.



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SOCIAL CORPORATE RESPONSIBILITY

RESPONSIBLE CORPORATE CITIZEN

SOL is convinced that our cleaning, foliation, posting, crew rental, FM and maintenance services which employs over than 76 nationalities entails wellbeing, social equity and provides society sustainability developments within our business services. We believe in long term competent employments and salary development over time to be able to create social benefits.

HUMAN RIGHTS IN OUR DAILY OPERATIONS

SOL, our business partners and suppliers respects all international recognized human rights including Bill of Human Rights (including Universal Declaration of Human Rights) and International Labor Organization's Declaration on Fundamental Principles and Right at Work. We strive to follow the principles.

FREEDOM OF ASSOCIATION

(ILO no. 87, 98 and 135)

Employees should be free to form and join, or not to join workers' associations or similar of their own choosing, and should have the right to bargain collectively accordance to laws and principles. In situations where the right to freedom of association and collective bargaining is restricted by applicable laws and regulations, it's expected to allow alternate forms of workers' representations.

In SOL Sweden we have our local trade union club established.



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FREEDOM OF EXPRESSION AND RIGHT TO PRIVACY

(ILO no. 102 and General Data Protection Regulation – GDPR)

Collecting, processing and storing personal data into IT system about employees, suppliers, customers and other stakeholders shall be respected and treated by applied legislation and regulations. The data shall be documented and restricted by given purpose information usage and ensure adequate safeguard protection of the data. Publication of personal data as picture and texts on forum and publications channels shall be handled carefully.

PROHIBITION OF FORCED OR COMPULSORY LABOR

(ILO no. 29 and 105)

Modern slavery including forced, bonded or compulsory labor and human trafficking is strictly prohibited. Employers shall not retain original identification papers, shall not require personnel to pay deposits to their employer, not require to pay any recruitment cost, shall not withhold any part of personal salary and documents in order to force employees to continue working for the employer.

A superior manager may under no circumstances create personal benefits against an employee in a vulnerable position, it's not aloud to borrow or demand the employee for money for personal use (cash, Swish, account payable etc.). Neither isn't it aloud to let the employee work for free or assign work passes within its operation range to bring out personal benefits.

The employees shall have the right to leave the workplace premises after completing the workday and to be free to terminate their employment provided by given reasonable notice required by applicable law or contract which is not in conflict with legislation.

At **SOL** we perform sample tests together with our local trade union to safeguard this.

CHILD LABOR PREVENTION

(ILO no. 138, 146 and 182, UN CRC article 32)

SOL doesn't accept child labor under 18 years old in our daily services when several of our job activities is of hazards nature. Business partners and suppliers shall secure to not recruit any person below 15 years old, that children between the age of 15 to 18, cannot be employed for any hazardous work, or work that inconsistent with the child's personal development, health and physical, mental, spiritual, moral or social development and the right to attend and remain in school and don't interfere with school hours.

ELIMINATION OF DISCRIMINATION, HARASSMENT AND DISCIPLINARY PRACTICES

(ILO no. 100, 111, 159 and 183)

SOL believes that diversity enriches, we are proud of that more than 76 nationalities represent our workforce and we are actively working with diversity and gender equality. For example, we strive to employ more females in our company and to engage employees to offer Swedish



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classes for migrants to create better colleague units and to mitigate group barriers arise from poor language skills.

No individuals should be discriminated against race, color, gender, sexual orientation, gender identity, material status, pregnancy, parental status, religion, political opinion, nationality, ethnic background, social origin, social status, indigenous status, disability, age, union membership or employee representation or any other characteristic protected by local law. We comply to:

- Employees should have same ability to same salary for equal experience performance and qualifications, employment, education, promotion and development within the company.
- We shall have the possibility to unite parenthood with working life, we shall be treated equally.
- We shall not disfavor parental leave, pregnancy or ask for virginity tests
- We treat all personnel with dignity and respect and collaborate to reach targets and follow settled strategies. We don't tolerate use of corporal punishment.
- Perform active activities to counteract harassment, sexual harassment, abuse, violence, bullying (verbal and physical).

FAIR EMPLOYMENT CONDITION

(ILO no. 1, 131 and 116)

SOL is affiliated to collective bargaining agreements and cares for fair conditions for our workers, therefore we ensure to comply with the requirements. We cherish about to pay correct salary, sick payments, holiday allowance, pensions and comply with the working time rules prevailing in the country. **SOL** believes in long term employments with salary development and we strive to keep the employees to stay into the company. We believe that this strengthen the quality level of our services and motivate and create security for our employees.

We believe every employee shall understand their employment conditions and shall also be provided a written employee contract including basic term and conditions. The employee shall also have the right to be provided a specified payroll slip.

- Working hours, day off and salaries shall be fair and follow industry standards, legislation and collective bargaining agreements, in the country where the employment is performed. However, wages shall be sufficient to meet employees basic living conditions.
- Normal workweek (excluded overtime) shall follow legislation and/or collective bargaining agreement, but shall not exceed 48 hr. per week.
- The employee shall have the right to one day off in every seven day period. The free time shall at minimum be 24 hours.
- Overtime shall be voluntary, exemptions can be done during short terms increased operations demands required by customer. The overtime shall not exceed 12 hours per week or 200 hours in a year.
- The employee shall have the right to overtime rate compensation which is higher than the regular salary.
- The employee shall have the right to have legalized vacation.



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OUR EMPLOYEES STAY HEALTHY

WORKING ENVIRONMENT AND WELL BEING

(ILO no. 155, 164 and 170)

It's essential for **SOL**, for our partners and suppliers that health and safety and psychosocial health shall be well maintained, so our employees is working under safe conditions. Nevertheless, we have good knowledge about illness and how it can hit the surroundings through our daily activities and can cause fatalities, accidents and unhealthiness. We have appointed a management representative for implementing and maintain improvements activities in working conditions.

SOL has 0 vision for accidents and strive to increase reporting of incidents to avoid accidents and unhealthiness. In our companies, we have established an Occupational Health and Safety (OHS) management system and policy. We accomplish risk analysis in OHS in our work places to prevent accidents and we performing continuously improvements. We respect laws and regulations.

INFORMATION AND EDUCATION

In **SOL Sverige**, we have established SOL Academy, internal school education designed for unique operation and give appropriate education to our employees within health and safety based on evaluated OHS risks, evacuation of facilities, chemicals exposure, hazardous operations and first aid support.



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The working environment responsibility is delegated to operation managers to make sure to safeguard working conditions on field. Each operations manager shall perform a risk analysis for their object responsibility on regular basis and educate their employees about the risks.

ACCIDENT AND INCIDENT REPORTING FOLLOW UP

We monitor accidents and incidents, we follow up and report to the board manger, we also report major accidents and incidents to national authorities and assist the worker in obtaining follow-up medical treatment.

SOL has established an IT application which make it easy for the employee to immediately report near miss and accidents into the system by using a cellphone. The employee takes a photo and report the deviation into the system, the line manager, safety manager by union and health and safety manger will automatically be informed by the system about the incident or accident. The system creates an automated reminder to create corrective actions and follow up.

PERSONAL PROTECTIVE EQUIPMENT AND MACHINERY SAFEGUARD

In situation's which are classified as hazardous work, **SOL**, our partners and supplier shall always provide relevant personal protective equipment if needed and it is mandatory for all employees to use the specified equipment's without any excuses to avoid unhealthiness. We make sure that machinery is well maintained, served and protected with protection cover i.g.

MEDICAL EXAMINATION

We ensure employees with medical examinations due to laws and regulations based on criteria of nature of work duties.

SICK LEAVE

SOL has a low sick leave rate compare to the cleaning industry, we achieve that by frequent follow up by phone call to the sick leave and also ask for "Förstadagsintyg" according to law. We also frequent act fast on rehabilitation, create rehabilitation plans to make sure the affected person achieve correct treatment and can be able to return to work.

FIREFIGHTING SYSTEM AND HAZARDOUS WORK

Emergency exits shall be clearly marked with proper exit signs, illuminated and may not be blocked. Evacuation drills, testing of fire alarms system and maintenance of the systematic firefighting safety shall be performed and evaluated yearly. Firefighting tools shall be conducted on a regular basis by certified companies. The fleet shall be maintained with proper firefighting extinguisher and first aid kit.

Hazardous work shall be well defined and documented with instructions and risk analysis, and the people in the surroundings shall be well trained within:

POLICY FOR CODE OF CONDUCT OF SUSTAINABILITY



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- Chemical and toxics
- Climbing and working at heights
- Construction and civil work management
- Driver and vehicle safety
- Environmental and occupational noise
- Fire prevention and emergency
- Lone working and threat & violence
- Manual handling
- Working with electricity
- Pregnancy and breast feeding
- Infection, diseases and microbiological risks
- Skin disorders

WELL MAINTAINED FACILITIES

Facilities and facilities interiors shall be well maintained with restrooms and access for drinking water and toilets. We try to keep our facility clean with proper ventilation, temperature, lightning, stair with handrails and disposal of waste material.



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WE PROTECT OUR ENVIRONMENT



ENVIRONMENTAL WORK

SOL, our partners and suppliers work with a structured and systematic approach to identify, measure and follow-up the environmental impact in our operations. We have an environmental system in place. We aim to continually improve our environmental performance to minimize the use of resources and the operation of waste and energy consumption. We be aware and follow the legislation, constitutions and standards.

We have identified and documented the environmental aspects and shall control and measure these and working with continuously improvements activities for the defined environmental aspects. In addition we have an appropriate procedure to monitor routines, documentation and evaluate of environmental incidents.

EDUCATION

We are well trained and have practical experience in environmental work. We educate our employees to dose correct amount and to choose right chemicals for the object type of service and in how to reduce the amount of material in the daily operations.

WASTE TREATMENT

Solid wastes are handled according to relevant routines and procedures to minimis their environmental impact, we follow the requirements and instructions on our customer sites.



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COMPANY CARS IN OPERATION

In our daily operation SOL is using a car IT application to measure and follow up the consumption of fuel, to be able to constantly improve our driving distance in the operation to reduce the negative environmental impact. We only use company cars where it's necessary for the operation and we also upgrade our car fleet constantly. We have a proper car and driving policy to motivate our employees to drive ecofriendly.

ENERGY CONSUMPTION

SOL have small impact on the energy consumption, while we mainly operate in our customers facilities. Therefore, we cooperate together with our customers to support and improve our operation to reduce the energy consumption.

USAGE OF NORDIC SWAN ECOLABLE CHEMICALS

SOL only use Nordic Swan Ecolable chemicals in our daily services and we follow the principles of REACH and ROHS.

SUPPLIERS AND PARTNERS

Suppliers and partners shall have an environmental policy and management system based on the suppliers / partners analysis operations. The environmental work shall contain control and measurement of the defined significant environmental aspects and shall do it's best to reduces the negative environmental impacts. Therefore, it's important for the suppliers and partners to identify the impacts the environmental aspects have and shall be well documented and implemented.

You must minimize the waste from their operations, all waste streams from the operations must be separated for recycling or reuse as appropriate. Make sure that the employees have an advocate environmental competence and training.



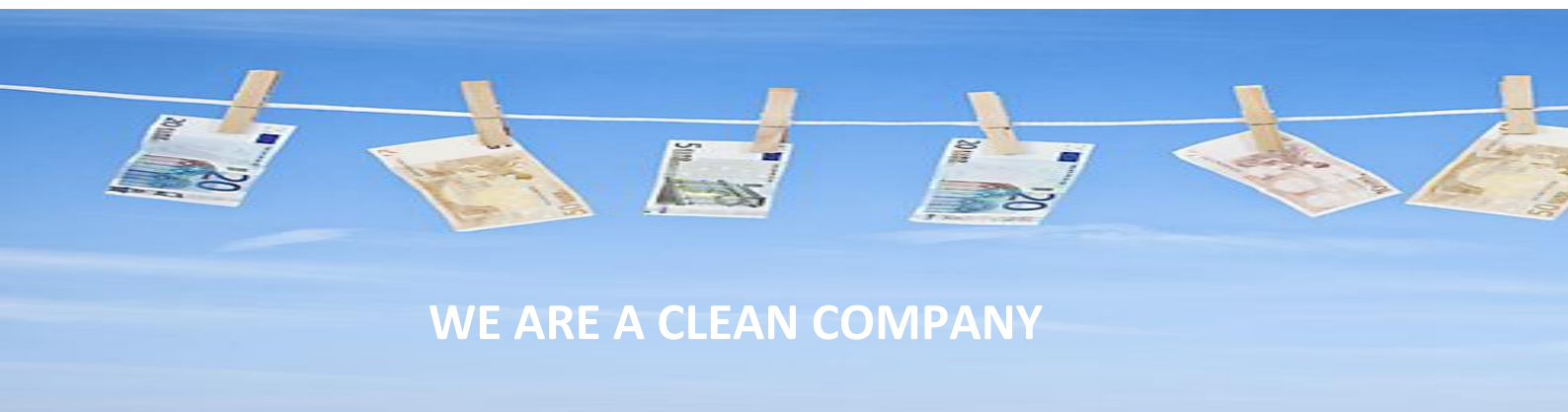
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WE ARE A CLEAN COMPANY

BUSINESS ETHICS

(OECD guideline, UK bribery act, Transparency international)

SOL Sverige our partners and suppliers have a zero -tolerance policy towards any form of corruption and financial irregularity. We always make clean business, don't accept bribery and extortion, negligent financing of criminal activities and unethical practice. We all create a culture of integrity based on transparency, compliance and ethical business practices.

ANTI CORRUPTION

SOL Sverige, partners and suppliers have a management system with a policy against corruption and have good knowledge in corruption risks and educate employees suppliers and partner about it. We follow up if there is any actual bribery and corruption situations, we establish lawful financial reports, ensuring correct bookkeeping and registry to be verifying and followed up. We comply to laws and adjustments and whistle blows corruption suspicions.

BRIBRY AND EXTORTION

SOL is careful when it comes to gifts and representation, which we not take parts of. We don't receive, offer, give, request, agree, accept any type of improper payments, gifts, sponsorships, donations, entertainment, hospitality, or improper benefits directly or indirectly to obtain or retain a personal or business advantage from or to any Public Official or Employee or representative of a state-owned or private enterprise.

Are you offered any gifts or kickbacks please inform your line manager or contact:

incidenter@sol.se

Telefon: +46 8 429 90 40

FRAUD OR MONEY LAUNDRY

Not participate in any bid rigging, price fixing, cartel, trading in information, money laundering, theft of trade secrets, manipulation, improper influencing or other unfair competition practices.



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NEPTOTISM AND CONFLICT OF INTEREST

We are careful who we employ at our company and we follow the actual onboarding process and instruction. It's directly inappropriate to employ relatives or close friends to a steering position or a manager position which managing a friend or a relative. If that would be the case inform HR department, they will analysis and approve this employment if the person is a proper candidate and will not interfere to the business and the way of managing people in the organization.

SOL must be informed about if any Public Official or its family member has a controlling financial interest in the supplier or partner or if the supplier or partner is in any other way affiliated with Public Officials.

Inform also **SOL** if the supplier or partner engages or employs a former employee of **SOL** directly involved in negotiating or fulfilling the contract with **SOL** or a family member of such employee, and of any other situation that may create a conflict of interest.