

Code of conduct

Group-wide code of conduct for doing business in an ethically, socially, environmentally correct way

DEFINITION

A code of conduct describes how a company does business in an ethically, socially, and environmentally correct way. It exists for employees, customers, and business partners so they can feel confident that the business is run in a respectable way – even in areas that are not transparent to everyone.

BACKGROUND

Ramudden must strive to apply business ethics and standards in every situation – to be able to deliver quality at all levels and contribute to a sustainable society and enterprise. The same applies to our suppliers, subcontractors, and partners: they should also live up to demands and expectations regarding natural environment, work environment, and social responsibility. Expressing and summarising our code of conduct internally and externally facilitates these efforts.

AIM

Our code of conduct describes ways in which we operate ethically, socially and environmentally to give our employees, partners, suppliers, customers, and other stakeholders clear messages about how we conduct ourselves in various situations and which rules and regulations apply. This code of conduct aims to make every individual a good citizen and to strengthen Ramudden as a company. And each employee can feel secure regarding what applies. In addition, we intend to inspire and guide our partners in the same direction.

CODE OF CONDUCT

Ramudden follow laws and regulations in each country that relate to ethical, social, and environmental factors.



Principles in this document are aligned with Ramudden's other policies and values.



Not sure what's applicable?
On the detail level, rules, guidelines, and procedures might vary among countries.

If you're not sure what applies, contact your immediate manager, your CEO, or read more in country-specific documents.



The Ramudden spirit
We all adhere to the Ramudden spirit, i.e., we focus on customers, prioritise our employees' health and safety, and strive to be the best at what we do. This spirit also permeates professional encounters with everyone we meet.

Consequently, all employees must at all times follow the laws and guidelines to which our business is subject – in every assignment and in every encounter – inside and outside the office.

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By following this code of conduct, we ensure that our operations are run responsibly:

- **We run a respectable business.** We do not tolerate bribes and corruption. Nor do we accept gifts, payments, or other benefits that might (i) affect business decisions and (ii) conflict with laws, commercial behaviour, customs, or good business practices. We strive for free competition and fair play on the market. And we implement required controls to counteract financial crime such as money laundering or terrorist financing.
- **We take gender equality, inclusion, and diversity challenges seriously.** We encourage diversity at all levels within the group. We strive to ensure that nobody is discriminated against based on age, disability, ethnicity, gender, gender-based identity or expression, religion or other beliefs, or sexual orientation. This applies to how we treat our employees. It also applies to applicants during recruitment and orientation processes. Employees who perceive themselves (or someone else) to be discriminated against or subjected to mistreatment are encouraged to report this to the immediate manager, the CEO, or the personnel department.
- **We follow human rights and labour laws.** We respect human rights and do nothing that violates them. It is equally important that we try to choose business partners that fulfil the same requirements. We select suppliers with care and strive for a transparent process when they, in turn, employ contractors and subcontractors.
- **We care for our external relations.** These core values influence everything we do internally and externally: *close to customer, knowledgeable, flexible, and on our toes*. All employees are expected to conduct themselves correctly during contacts with business partners and to represent Ramudden in all circumstances. We have a high level of service and readiness so we can act quickly – regardless of where and when our efforts are needed. Through commitment, proactivity, good relationships, reliability, and responsibility, we strive to be customers' first choice. We also expect our external relations to fulfil our rigorous demands regarding the environment, work ethics, and transparency, among other requirements.
- **We care for each other internally.** We see every employee as a business-critical resource. Everyone should feel secure and needed at Ramudden. We sincerely care about an individual's personal development by offering continuing education and opportunities to develop within the company. We safeguard the health of our employees by having a good, safe working environment.

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Right or wrong? Try answering these five control questions. If you answer **yes**, then your actions probably follow the Ramudden code of conduct.

Is it aligned with the Ramudden spirit?

Is it legal?

Does it follow our policies and values?

Does it benefit the company in its entirety and not just separate individuals?

Am I comfortable if my actions become public?

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- **We care about the environment.** We endeavor to have as little negative impact on the environment as possible when it comes to life cycles of our products and services. We recycle, sort hazardous waste, and contribute to reuse. We strive to reduce climate impact from our vehicles and limit the number of business trips. We follow laws and regulations and set clear goals for how we can reduce our environmental impact as we improve our working methods. As we strive for a sustainable environment, we also place demands on our suppliers, subcontractors and partners.

RESPONSIBILITY

All employees are obliged to follow laws, regulations, regulatory requirements, and guidelines (as expressed in this code of conduct) related to ethical, social, and environmental factors.

Noncompliance with this code of conduct can lead to disciplinary sanctions.

Ultimately, Ramudden's managers are responsible for ensuring that this code of conduct has been communicated to employees and to relevant external parties to promote broader knowledge and use of the guidelines.

→ Do you suspect that Ramudden do not comply with this code of conduct? Then contact your immediate manager, your CEO, or the personnel department.



A code of conduct (CoC) facilitates clear understanding of standards of behaviour expected when performing duties as employees, partners, suppliers, customers, and other stakeholders. A CoC places an obligation on everyone to take responsibility for their personal conduct.