

# Business and sustainability policy

## *Including guidelines and clarification*

### Guidelines

This policy applies to all employees of REMONDIS Maintenance and Services Sweden AB and its subsidiaries.

### Business and sustainability policy

We are a global partner in the construction and industrial service sector helping our customers, society and everyone in our surroundings to work towards a more sustainable future. We work with governmental, public and private companies, organizations and municipalities that have high sustainability targets and clear requirements for their suppliers. Through broad competence, strong commitment and innovative solutions, we work together for the future – WORKING FOR THE FUTURE.

Our service delivery shall, at a minimum, meet our customers' requirements and expectations by offering them a complete service commitment, developing and implementing solutions that contribute to increased efficiency and sustainability, as well as reduced environmental impact.

We strive for increased efficiency and to contribute to a sustainable future for our customers; while maintaining a safe, secure and good working environment for our employees, with the aim of continuing to be an attractive and long-term employer. Our work will also contribute to ensuring sustainable and long-term economic value creation containing healthy growth.

Our commitment includes respect for and protection of the environment, human rights, workers' rights, and good business ethics. We shall comply with legal and other relevant requirements.

## Directive and clarification

The purpose of this document is to clarify how the operations and sustainability work of REMONDIS Maintenance and Services Sweden AB and its subsidiaries shall be conducted. The business and sustainability policy is a framework of guidelines and directives that describe the company's commitments in various areas. These guidelines are regularly updated to reflect changes in the business and additional requirements as they emerge.

Detailed recommendations are contained in specific directives for different areas.

Our [Code of Conduct](#) address overall commitments expected from all company employees.

More specific instructions are available for more granular recommendations in different areas such as:

- – [Compliance-program](#) from the REMONDIS Group consisting of several directives
- – Diversity and Equality Policy ([Mångfald och likabehandlingspolicy](#))
- – Health and Safety Policy ([Arbetsmiljöpolicy](#))
- – [Supplier Code of Conduct](#)

## Company

REMONDIS Maintenance and Services Sweden AB and its subsidiaries intention is contribute to human progress by firmly committing to the Sustainable Development Goals set by the UN to achieve a better and more sustainable future for all – WORKING FOR THE FUTURE. We are convinced that continuing human development is only possible if economic, social and environmental issues are addressed as an indivisible whole.

REMONDIS Maintenance and Services Sweden AB and its subsidiaries is a full-service company that has been providing who have performed construction and industrial services for industrial customers and the construction industry across the Nordic region for more than 40 years. We offer a complete portfolio of industrial services and specialist expertise to meet the remediation service requirements of our customers. We work with private and public organizations that have high sustainability goals and clear requirements for their suppliers.

We work closely with our customers to identify their requirements and needs for construction and industrial services and offer them customized solutions that create added value. We rely on the satisfaction of our customers and adapt to their changing needs by being flexible, reliable and careful to stay on schedule and on budget. We are committed to continuous improvement, including learning from each other and from our mistakes, and by collaborating with our customers and other stakeholders.

We take responsibility for sustainable development by reducing our own and our customers' impact on the environment. Our service delivery helps to avoid significant emissions from our customers' production, reduce their resource consumption and ensure a higher degree of circularity.

Our most important resource is our people and their commitment. Our success is based on the skills, expertise and loyalty of our people, so we want to create a strong, positive company culture where all employees want to contribute, feel included and take responsibility for developing themselves and their colleagues, and where we always work safely. We treat each other with respect, promote teamwork and are there to support and help each other whenever needed. We become better together.

We comply with relevant legislation and respect and promote the ten principles of the UN Global Compact in the societies and environments in which the Group operates. We apply generally accepted ethical rules as set out in our Code of Conduct and we live by our values: "We work safely or not at all", Together, Commitment, Sustainability and Customer Focus.

As a result of our work and our values, we are well known for providing a safe, secure and good work environment, high-quality advice, innovative solutions and first-class service delivery - all of which help to create a sound foundation for long-lasting relationships and sustainable value creation.

## Customers

- We design and implement our services based on knowledge of our customers' needs and values with regard to sustainable development.
- Customer feedback is handled in a professional manner and we will ensure that our customers' stated expectations and their needs are addressed.
- Measuring customer satisfaction gives us important indications of how well we are succeeding in creating tangible customer benefits.
- Customers, colleagues and business contacts will be treated with respect and honesty. A high degree of privacy and confidentiality applies in all business dealings.
- We will exercise good judgment in business relationships and work to actively prevent risks.
- Business shall be conducted in an ethically correct manner and we shall care about the company's reputation.
- We believe in healthy competition and act in accordance with market rules. We apply – and all employees are expected to act in accordance with our [Code of Conduct](#) and the [Compliance-program](#) from the REMONDIS-group.
- Employees shall be given a high degree of autonomy and responsibility to deal with issues and problems that arise in the business. Employee involvement increases commitment.
- All employees will comply with applicable legislation and good business practice. Our internal directives and guidelines shall be followed, and as we work closely with our customers, their rules and guidelines shall also be followed.

## Employees

We shall be perceived by employees and the outside world as an employer that offers challenging and responsible work in good and safe working environments.

Everyone must understand their role/task, have the necessary authority, take responsibility, develop their own skills (knowledge, willingness, ability) and comply with our values. The attitude and behaviour of each employee influences customer satisfaction as well as the company's sustainability efforts in all areas. We apply – and all employees are expected to act in accordance with our [Code of Conduct](#) and the [Compliance-program](#) from the REMONDIS-group.

The company is responsible, together with the employee, for creating a good and stimulating working environment. All employees should feel a sense of belonging and trust in the company and have the opportunity to develop. There should be a balance between private and working life in a professional environment that reflects diversity, well-being and renewal.

Motivated staff who enjoy their work and want to develop their skills will create a successful company that can meet high standards of quality and efficiency and develop its business in an optimal way.

### Work environment and safety

We shall offer a safe, secure and good working environment as a natural part of our daily work. Our ambition is to maintain our operations at the highest possible level of quality and safety.

For more information: [Health and Safety Policy](#).

### Workers' rights

We respect all laws, rules, regulations and practices of the Nordic labour market that affect the company.

This includes respecting employees' rights, the right to organize in any workers' organization and the right to collective bargaining as provided for in applicable laws and International Labour Organization (ILO) conventions.

All employees shall have employment contracts which explicitly state their working hours and remuneration. All remuneration shall be paid promptly and in accordance with the applicable legislation.

Remuneration and conditions shall be fair and reasonable irrespective of geographical location and shall, as a minimum,

comply with national laws or industry standards, whichever is higher.

### **Diversity and equality**

Our commitment to equality and diversity is based on the view that people's differences contribute to an attractive and dynamic workplace. No employee shall be discriminated against or harassed on the basis of age, gender, religion, sexual orientation, disability, political opinion or ethnicity.

For more information: [Diversity and Equality Policy](#).

### **Resources**

We strive to make the best use of assets through methodical and structured work, where the approach is based on risk management. This is done by balancing the relationship between investment, maintenance and operation throughout the life cycle of the asset in terms of cost, performance and risk.

Operations shall be conducted and developed in a sustainable manner, taking into account health and the environment, as well as applicable laws and other requirements. We respect company and customer assets and protect all tangible and intangible assets from damage, loss, theft and misuse.

We offer clients a methodical and standardized approach to asset management. Asset management is integrated into our management system and is based on strategies, controls, monitoring, analysis and reporting.

### **Suppliers**

We use established objective selection criteria in accordance with applicable laws and requirements when selecting suppliers of goods, products and services. These criteria are based on the suppliers' overall quality of delivery and their ability to comply with the ethical rules and sustainable development objectives adopted by the company, which are described in our Supplier Code of Conduct and our Supply chain due diligence strategy. A basic requirement is that our suppliers must comply with the relevant laws and regulations in the countries where they operate.

For more information: [Supplier Code of Conduct](#).

### **Finance**

We shall have a profitability that ensures the company's economy and growth and provides sustainable economic value creation both for us and for our customers.

Our service delivery contributes to ensure our customers' capacity, efficiency and reliability, extending the lifespan of their equipment and thus avoiding significant emissions from our customers' production. This reduces the impact on the environment, creates new economic opportunities and increases circularity.

We ensure that accounting and bookkeeping are accurate and comply with all relevant legal requirements. This includes both financial and non-financial data such as meeting minutes, memos, contracts, bank statements, payroll, expenses, personnel data, safety and environmental data, product information and accounting records.

Financial data is fact-based and depicts our business activities. A range of controls are used to ensure accurate reporting at any given time.

## Environment

REMONDIS Maintenance and Services Sweden AB and its subsidiaries offer a complete environmental service commitment by delivering, developing and implementing solutions that contribute to increased efficiency and sustainability and reduced environmental impact.

This means:

We will reduce and prevent environmental impact in the execution of our assignments and from our operations by working with efficiency, technical solutions, modernization of vehicles and machinery and transition to renewable fuels. We will always consider our environmental choices and minimize the negative environmental impact of our facilities, vehicles and machinery in the performance of our services, waste management and the use of chemicals. "Real impact on climate change" is one of the five main business objectives in our strategic framework.

With our industrial remediation services and related operation and maintenance services, we help our customers maintain their production facilities and technical systems. This avoids significant emissions from our customers' production and reduces their resource consumption. We also contribute by ensuring greater circularity, reuse and recycling of resources and reducing waste and hazardous waste.

Our growth is beneficial to the environment as our activities contribute to reducing the environmental impact and saving natural resources for our customers and society.

We comply with applicable legislation and meet the environmental requirements of our customers and stakeholders.

Environmental work shall be well anchored in the organization through appropriate training, clear instructions and commitment from staff, suppliers and customers. This is expected to result in continuous improvements in our environmental performance.