

## **Code of Conduct**

### **Ethical conduct**

- We strive to always act with integrity and honesty in all business transactions and interactions.
- We comply with all applicable laws and regulations as well as our own high ethical standards.
- We treat all employees, customers and partners with respect and dignity.
- We promote an inclusive workplace where diversity is valued, and discrimination is not tolerated.

### **Work environment and safety**

- We prioritize the safety and health for our employees and follow all safety regulations.
- We encourage the reporting of safety risks and work actively to prevent accidents.

### **Environmental responsibility**

- We are committed to minimizing our environmental impact by using sustainable methods and technology.
- We promote the use of environmentally friendly transport solutions and work to reduce our carbon footprint.

### **Quality and services**

- We deliver high-quality services that meet our customers' expectations.
- We are committed to continuous improvement and innovation in our services.
- We put our customers' needs at the centre and work to build long-term relationships based on trust and satisfaction.
- We handle customer complaints and feedback professionally and quickly.

### **Responsible communication**

- We protect confidential information and respect the privacy of our employees and customers.

## **Compliance and reporting**

- We comply with this code of conduct as well as all applicable laws and internal rules.
- We encourage employees to report violations of this code or other improprieties without fear of reprisal.
- Everyone within the company is responsible for promoting and upholding this code of conduct as well as all applicable laws and internal rules.
- We are all responsible for maintaining a high ethical standard and acting as role models in our daily work.

## **Suppliers**

- This code of conduct establishes the basic principles and requirements that all suppliers to our company are expected to follow.
- These guidelines are designed to ensure ethical, social and environmental responsibility within our supply chain.

**This Code of Conduct is a fundamental part of our corporate culture and our way of doing business. By following these guidelines, we contribute to creating a sustainable, safe and successful workplace for everyone.**