



*Updated april 2022*

# CODE OF CONDUCT

## OUR RELATION TO OTHERS

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Guide to how we wish to act towards our employees, collaborators and society.



# SCOPE AND PURPOSE

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Härdservice has adopted and made decisions on this Code of Conduct, which together with the policy for sustainability and HR sets the guidelines for how Härdservice should act as a responsible company, owner and employer. The Code of Conduct applies as a form of minimum requirements for all operations within the Härdservice Group.



Härdservice's business units may choose to directly adopt the Code of Conduct as presented here or to adopt their own Code of Conduct which includes the same commitments as a minimum.



The CEO of each business unit is responsible for providing information about, implementing and monitoring the guidelines in the Code of Conduct as part of the company's sustainability agenda. The business units' annual self-evaluation process for risks and internal control shall include an evaluation of the compliance and effectiveness of the Code of Conduct.



# VALUES

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Hårdservice is a part of Swedish industry, developing their companies with a focus on long-term value creation, with values based on responsibility as a prerequisite for our common future.

## To succeed here, we must:



create long-term value growth for our owners



offer security, development and market-based conditions to all our employees



offer an environment in which senior executives have the best opportunities to develop themselves, their employees and their companies



always keep our customer promises



be good members of society, following laws and regulations, and taking responsibility for our common resources



treat lenders and other creditors with the same respect as owners



prioritise long-term sustainable relationships with suppliers who share our values Hårdservice's commitments



complying with current local environmental legislation, including rules on handling harmful substances and hazardous waste, and striving for energy efficiency

# HUMAN RIGHTS

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## Respect for people.

We are a non-discriminatory workplace and we strive for diversity in terms of gender, ethnicity and social background. Härdservice rejects child labour and forced labour and we are against the purchase of sexual services and child pornography.



Härdservice respects the UN conventions on human rights and is willing to meet the responsibility we have towards our employees.



We shall counteract discrimination or harassment on the basis of age, colour of skin, nationality, ethnicity, gender, religion, ethnicity, sexual orientation or other distinctive characteristics.



We shall promote a corporate culture and working community free from discrimination and harassment.



Härdservice does not accept forced labour or child labour and we will not employ person under the minimum age for employment, following the laws of labour in the country.



Gender equality shall be an integral part of the HR agenda and we shall strive an equality perspective in the companywide programmes.



There is good awareness of and consistency with international conventions on human rights. Employees in the Härdservice Group on assignments and business travel, including internationally, are expected to respect Härdservice's standpoint of respect for people and human rights.

# LABOUR STANDARDS

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## We comply with labour laws.

In the context of a healthy workforce and good practice in human rights and business ethics, the following measures shall be ensured:



Härdservice seeks to attract, develop and retain qualified and motivated employees in a professional environment.



We will provide a healthy and safe workplace for our employees, with equipment and processes following at least a minimum of standards and laws.



Our employees are one of our most important resources and relationships must be based on mutual respect and trust.



Working conditions such as maximum working hours or minimum wages are in compliance with laws, rules and regulations, and any collective agreements made with union representatives.



The conditions of employment offered to employees shall meet the requirements of national law and/or collective agreements.



We respect the right of employees to freedom of association and collective bargaining in accordance with local labour laws.

# GOOD BUSINESS ETHICS

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Härdservice works systematically to prevent corruption and we have zero tolerance for all forms of corruption. The term corruption refers to the abuse of a position of trust for an individual's own gain or the company's gain, e.g., through the use of bribes.



It is forbidden both to offer, promise or give, and to request, accept a promise of or receive a bribe.



A bribe is a gift or other benefit that might influence another person to unduly favour the giver in the course of their employment or duties.

Härdservice aims to provide transparent, accurate, continuous and timely information and financial reporting of the highest quality. Härdservice respects and handles personal information with care.



Härdservice shall provide accurate reporting that complies with applicable laws, regulations, accounting standards and norms. Financial information and other price-sensitive information shall be communicated in accordance with applicable laws, stock exchange rules and other regulations.



Härdservice follows laws and rules, including regulations in force at any given time, such as the GDPR legislation.



# PERSONAL RESPONSIBILITY

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## Reporting procedures in the event of violation (whistle blower function):



If an employee has questions related to practical situations (e.g. giving or receiving of gifts/favours, or conflicts of interest), the immediate manager should be consulted in the first instance. If an employee suspects behaviour that deviates from the Code of Conduct, this should be reported to the immediate manager as soon as possible. If the latter is involved or otherwise disqualified, the incident should be reported to the CEO or a Board Member.



In case of an employee suspecting behaviour that deviates from Härdservice's or a business unit's Code of Conduct but feeling doubtful about this or fearing harassment or other retaliation, the employee can make this report anonymously to immediate manager, CEO or a Board Member.



All reports shall be taken seriously and investigated when and where necessary. There shall be no form of retaliation (termination, harassment, discrimination etc.) for reporting in good faith deviations from the Code of Conduct or participation in the company's investigation of a complaint.



# CONTACT US

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Welcome to contact us if you have any questions regarding this document or if you have other questions about us or our business.



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