

Code of Conduct



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Responda Group wants to create added value for clients, partners and end customers, through a balance of committed people, innovation and advanced technology. To achieve this, we work actively with climate and environmental measures and a strong social commitment, locally rooted in the communities where we operate. We cherish good business ethics and strive for long-term and value-creating relationships.

Responda Group's Code of Conduct is the framework that helps us translate values into actions. We believe in entrepreneurship where profitability, environmental considerations and social commitment are combined and encourage a culture of equal opportunities and diversity. This is achieved with the support of good leadership and committed and value-creating employees. The Code of Conduct shows the way by describing our values and the requirements we place on employees and business partners. With continuous improvements, we take responsibility as the market leader within customer service.

ABOUT THE CODE OF CONDUCT

The basis of the Code of Conduct is Responda Group's core values that guide us in everything we do. Responda Group works in accordance with the UN Global Compact, and the Code of Conduct is based on three of the UN's 10 principles in the areas of human rights, labor law, the environment and the fight against corruption. The principles of the Code of Conduct are also based on the UN Declaration of Human Rights, the UN Sustainable Development Goals and the ILO's core conventions on labor rights.

- The Code of Conduct applies to everyone within the Group, from the Board of Directors and management to individual employees, and the content of the Code must be respected and followed.
- We require that the Code of Conduct is respected and followed by our business partners (customers, partners, suppliers).
- The Code of Conduct constitutes an overarching framework, and is supplemented with detailed rules and guidelines for individual areas.

Responda Group's core values

Value-creating, competency and commitment are core values on which our entire brand is built. Our core values describe how we are as people, what we stand for, how we work, what we can achieve and what we want to be perceived as. In all parts of our business, we work actively with our core values.



Value creation - Creating value for our clients

We create value and have the courage to question our business to develop and create the conditions for improvements. We will be inspiring to innovative thinking and work together in a customer-focused way. By understanding the customer, we develop the business and thus our collaboration. Together, we search for the best solutions to create added value and achieve our mission.



Competency - Our competence makes a difference

Through our understanding of the big picture, we consider how our actions today affect tomorrow. Through our joint strength of diversity, knowledge and expertise within Responda Group, we make the right decisions and work in a way that benefits the entire organization.



Commitment - We are committed to everything we do

We care about each other, our customers and partners, we want to succeed in our common mission together. We are proud of Responda Group, work with commitment and feel passionate about all our collaborations.

Business ethics and principles

We comply with laws and regulations

Responda Group's actions shall be based on high ethical standards and in accordance with applicable laws and regulations in all countries in which we operate.

We comply with competition law

Responda Group shall in no way contribute to and/or accept price fixing in conjunction with competitors, boycott individual suppliers or share markets for the purpose of distorting competition, nor participate in cartels or act in violation of applicable competition laws. If it is not possible to participate successfully in a business relationship without acting in breach of the provisions of this Code of Conduct, this may lead to the termination of the cooperation.

We do not accept corruption

Responda Group's employees shall never, directly or indirectly, offer, give or receive bribes, benefits or other remuneration for unauthorized purposes or for the purpose of wrongly creating or retaining business. External representation in connection with business transactions shall be preceded by reasonable hospitality and shall have a clear connection with the business relationship. Gifts or similar benefits may only be offered and received if they are directly related to the business activity, are of moderate value and are in accordance with reasonable hospitality. Gifts, benefits, improper payments, or other compensation shall not be offered, given, or received by our employees, customers, suppliers, and partners if prohibited by applicable laws, regulations, or accepted business practices.

We make demands on business partners

Procurements, purchasing, selection of suppliers, partners and business collaborations shall be carried out professionally and in accordance with sound ethical principles, high integrity and in accordance with applicable laws and regulations as well as applicable policies and requirements. We expect our employees, customers, suppliers and partners to respect this and help us work for ethically sustainable business and healthy social development. Responda Group's employees, customers, suppliers and partners are expected to act professionally and impartially and to avoid conflicts of interest and conflict of interest.

Human rights and working conditions

We prioritize work environment and health

We strive for a pleasant and welcoming work environment that inspires good collaborations, high efficiency and quality in our work, and that enables development for all employees. Work environment management is a natural part of our business by following established routines for continuously investigating, risk assessing, remedying and following up on work environment management. Current legislation in the work environment area is a minimum limit for our work environment work and we strive to constantly improve our work environment both organizationally, socially and physically.

We work for equality and diversity

For us, it is natural that our employees should receive employment conditions that are fair and reasonable and be given a healthy and safe working environment, protected from all forms of harassment. We support and respect international conventions on human rights and labor law and always strive to ensure that our employees are treated with dignity and respect.

We do not accept victimization or discrimination

Responda Group does not tolerate discrimination, harassment, bullying or other victimizations. Our corporate culture encourages equal opportunity and diversity, where appointments to positions, rewards and personal success are a result of the individual's ability and performance.

We care about fair terms of employment

We expect our customers, suppliers and partners to accept and adhere to terms of employment and working conditions that are fair, reasonable and comply with given laws, rules and regulations in their own operations.

We do not accept child labor.

Responda Group supports the UN Convention on the Rights of the Child. We oppose any form of cooperation with companies where children's rights are violated through forced labor that may harm or endanger children's physical or mental health, or that children are prevented or denied education. Nor can we accept actions that violate children's spiritual, moral and social rights.

Sustainable development and responsible business

We care about the climate and the environment

Responda Group stands for responsible business and wants to actively contribute to sustainable development, both locally and in the places where we operate, but also for a more sustainable society in general. For us, sustainable development and entrepreneurship are about using resources in an efficient way.

- Our environmental work is systematic and integrated into our operations.
- We comply with and respect laws and other relevant environment-related societal requirements.
- All employees and consultants participate in our practical environmental and sustainability work.
- Our environmental impact has been examined and we are continuously working on improvements.

We work to reduce the environmental impact of our operations

Responda Group works proactively to reduce environmental impact locally by acting in ways that are sustainable and we deliver our services and work in the most environmentally friendly way possible. We pay special attention to our climate responsibility by contributing to reduced energy use and energy-efficient solutions in our investments. A responsible business should promote sustainability by using climate-smart solutions that minimize our climate impact. Our environmental policy ensures, among other things, that the business complies with applicable laws and regulations and sets requirements for our employees, customers, suppliers and partners from an environmental perspective.

Our environmental focus is where we can make the most difference and are constantly evolving through continuous improvements. Our focus-areas are:

- Electricity and heating
- Purchasing
- Waste management

Compliance and follow-up

We demand compliance with the Code of Conduct

The principles of the Code of Conduct are continuously followed up as a natural part of the business. Here, management and managers at all levels have a great responsibility to set a good example. An employee who feels uncertain about the application in their daily work can get guidance from their manager.

In the event of suspicion of things that violate the Code of Conduct or legislation, employees within Responda Group must raise the alarm. In the first instance, suspicion of violation must be reported to the immediate manager. If this is not appropriate for various reasons, it is possible to report anonymously via Responda Group's whistleblower function.

If an employee does not act in accordance with the Code of Conduct, it will lead to corrective action. If a business partner repeatedly or seriously violates the Code of Conduct, the business cooperation will be terminated.

Adoption and revision of the Code of Conduct

This code shall be adopted by the Board of Directors annually in connection with the Board meeting that discusses the year-end report.



Joakim Ögren
CEO, Responda Group