

Code of Conduct for the Göteborg Energi Group Version for Suppliers

Purpose

The purpose of this Code of Conduct is to ensure that Suppliers act in a way characterized by professionalism, commitment and trustworthiness when performing assignments on behalf of the Göteborg Energi Group. The Code of Conduct is a framework that will guide and provide easy tools for Suppliers to conduct themselves in accordance with the principal's that govern Göteborg Energi Group and make it easy to act correct. The code is based on, among other things, the internationally accepted principles defined in the UN Global Compact, the City of Gothenburg's policies, guidelines and rules and the Swedish Anti-Corruption Institute (IMM) "Code to prevent Corruption in Business" and related frameworks within the group, such as the business policy and the handbook for trademarks.

Scope

The Code of Conduct applies to suppliers, partners, consultants and other hired personnel for companies within the Göteborg Energi Group (all these categories are covered below by the term "Supplier"). The requirements stipulated in the Code of Conduct are similar to those we place on ourselves within the Group, but in some cases reduced or reworked to be relevant and applicable to a Supplier.

Basic starting points for Göteborg Energi

Göteborg Energi's mission

Göteborg Energi's mission is to be active within production, distribution and trade within the energy sector as well as in city fibre network. With high delivery security, Göteborg Energi provides customers with affordable energy solutions. Through its ownership of the company, the City of Gothenburg wants to ensure that the citizens of Gothenburg have access to sustainable energy solutions and that the transition to a climate-neutral society continues, in combination with good city development.

Göteborg Energi's business concept

We are a leading energy company that together with our customers and partners develop sustainable and competitive solutions.

Göteborg Energi's vision

A sustainable Gothenburg society.

Responsibilities and values

Our brand platform contains value words that describe how we want to be perceived and characterized. Our brand is affected by everything our Suppliers and we say and do - consciously or unconsciously. To develop and strengthen our brand, and to be able to meet the expectations Gothenburgers have toward us, we all need to work consciously in the same direction, with the same message and values.

The brand of Göteborg Energi rests on three clear foundations, our core values, which are strongly linked to our vision - A sustainable Gothenburg society.

These are:

- Responsibility
- Sustainability
- Development

The core values shall characterize the Supplier's performance when conducting assignments for Göteborg Energi. Further down in this Code of Conduct, we explain what kind of commitments and demands our core values mean in a more concrete way for our Suppliers.

The City of Gothenburg has four approaches that apply to both employees and Suppliers in the city's administration and companies, and which aim to create the best possible conditions for those who live in the city:

- We know our mission and who we are supporting in our mission
- We care
- We work together
- We think in new ways

Responsibility

Taking responsibility is fundamental for Göteborg Energi, who has the task to offer safe and affordable energy deliveries and city fibres. Göteborg Energi has for a long time been responsible for supplying the city of Gothenburg with energy and we will continue to do so in the future. Taking responsibility is also about creating security in a changing world. Our social responsibility includes ecological, economic and social responsibility. We also take responsibility for each other and strive for an including work environment where everyone gets the chance to use and develop their skills.

Taking responsibility means that Suppliers to Göteborg Energi strives to ensure that customers and the public's experience of Göteborg Energi is positive, that they can trust what we promise and that we do our very best in every customer contact. In all meetings with customers, the general public, in the field, by telephone, by e-mail and SMS, in meetings, in collaborations, in projects and in purchases commissioned by Göteborg Energi, you leave an impression of yourself and of us. It is often one of our Suppliers who is the interface of Göteborg Energi externally. We want it to be a positive experience. The following commitments that Göteborg Energi has made, the Supplier shall also comply with in the assignments performed on behalf of Göteborg Energi:

- We feel responsible for our clients and act in accordance with Göteborg Energi Group's best interest when carrying out our assignments.
- Our external relationships are based on professionalism, commitment and trust.
- We shall always act in accordance with, and stay up to date on, current legislation.
- We make decisions based on good business practice, are impartial and refrain from actions that could lead to a conflict of interest. We will never accept bribes or contribute to corruption, and counteract such behaviour in the market. (Ask your contact person if you want to read more detailed guidelines about how bribery and corruption is dealt with at Göteborg Energi.)
- We respect human rights in accordance with the principles from the UN, maintain a high ethical standard and protect the environment.
- Compliance with labor law legislation is a basic requirement when executing agreements with Göteborg Energi. For work performed in accordance with Swedish labor law, as a minimum, the Supplier's employees who perform the work must be assured such conditions of pay, vacation and working hours stated in a central collective union agreement applied nationally in Sweden in an area relevant to the Supplier's tasks (please see Swedish Public Procurement Act on the Supply Sector, chapter 16, paragraph 2-3). If the work is carried out in such circumstances that Swedish labor law is not applicable, the ILO's eight core conventions on forced labor, child labor, discrimination, freedom of association, the right to organize and the recognition of the right to collective bargaining (number 29, 87, 98, 100, 105, 111, 138 and 182) shall always be complied with (compare Swedish Public Procurement Act on the Supply Sector, chapter 16, paragraph 4). Goods and services delivered to Göteborg Energi shall be produced in accordance with the occupational safety and health and work environment legislation that applies in the country of manufacture, but the ILO conventions must always be complied with.
- Both the Supplier's and Göteborg Energi's employees are respected for their own value and have equal value and the same rights regardless of gender, transgender identity or expression, ethnicity, religion or other belief, disability, sexual orientation and age. The Supplier must never discriminate against people, for example when recruiting and distributing work tasks. The Supplier shall promote the principle of equal pay for men and women for work of equal value. The Supplier must work actively with work environment issues and work against discrimination, abusive discrimination and bullying.

- When you act on behalf of Göteborg Energi, the Supplier shall meet Göteborg Energi's customers and other stakeholders an open, pleasant and knowledgeable approach. We do this, among other things, by acting in the following way.
 - o Introduce yourself when you come in contact with customers and the general public.
 - o Always answer questions as best you can and from the approach of acting in the customer's best interests.
 - o Always be able to answer how a customer or the general public can get in touch with Göteborg Energi (usually Customer Service on 031-62 62 62 or through the website).
 - o Always come back when you have said you will. If a delivery, case or other commitment is delayed, contact the customer as soon as you know of the delay and notify them.
 - o Sell or promise only such things that are well rooted in Göteborg Energi and that the company can sell or comply with.
 - o Always wear the designated clothes and wear your Gothenburg Energy identification card visible (when applicable).
 - o Make sure it is clean and tidy when you have finished your work with the customer.
 - o Always follow safety rules, safety regulations, rules on personal protective equipment, traffic rules, parking rules and other applicable rules, both in the field and at Göteborg Energi's facilities.
 - o Avoid as much as possible to negatively affect the environment or disturb others when performing tasks in the field.

Sustainability

Göteborg Energi's work shall contribute to realizing the vision of a sustainable Gothenburg society. The foundation of our mission and a central part of our heart and our soul. Göteborg Energi must not only live up to laws and regulations but actively contribute to the transition to a sustainable society. In practice, this means that in every decision and action we make, we focus on the development of a sustainable Gothenburg. In doing so we look at the three sustainability perspectives; ecological, economic and social sustainability. The Supplier in the assignments performed for Göteborg Energi must therefore also comply with the following commitments that Göteborg Energi has made:

- We are an energy company where societal benefits and consideration for the environment characterize our business and we work actively with initiatives to strengthen environmental awareness and develop sustainable solutions.
- Our decisions are based on economic assessments that ensure long-term financial stability, which is a prerequisite for being able to participate in the development towards a sustainable society.
- In our operations, we work on the basis of precaution regarding environmental risks and reduce the use of hazardous substances and prevent the occurrence and spread of pollutants.
- We work actively to increase the proportion of renewable and recycled energy and use natural resources with caution.
- We work to reduce our own and our customers' climate impact and optimize energy use.
- We aim to increase the social sustainability in Gothenburg by, among other things, increasing the overall welfare for the citizens of Gothenburg, reduce segregation and when possible considering social impacts when purchasing.

Development

We live in a world that is changing at a rapid pace. It is therefore necessary to constantly evolve, both individually and as a company, in order to meet the challenges of the future. For us at Göteborg Energi, development is not only about new technology and new methods but also about developing relationships and new business solutions. Göteborg Energi initiates and participates in research and development projects together with others and ensures that tomorrow's good solutions becomes a reality. Göteborg Energi therefore comply with the following commitments, which the Supplier in their assignments performed on behalf of Göteborg Energi also must comply with:

- We safeguard our competitiveness and develop sustainable solutions for and with our customers.
- We establish strategic collaborations when it can lead to greater value in the end for our customers and can reduce resource consumption or meet other goals for Göteborg Energi.
- With responsive, committed and competent employees, we work systematically to constantly improve our business.
- We strive to do more than the law requires and be a pioneer in our way of working and leading the business. This leads to measurable improvements in quality, the environment and work environment.
- We collaborate in and support the strategic development work that the City of Gothenburg conducts.
- We collaborate with academia and business and other actors to contribute to the development of a sustainable Gothenburg society.

Subcontractors

The Supplier is responsible for ensuring that their subcontractors meet all the requirements stipulated in this Code of Conduct that are applicable to the Supplier and takes full responsible for their subcontractor's actions. What this stated in this Code of Conduct about the Supplier shall also be understood to apply to the Suppliers subcontractors and subcontractors' personnel.

Compliance and reporting

Everyone covered by the Code of Conduct is responsible for respecting and following the content. We achieve this by:

- The Supplier is responsible for applying this Code of Conduct in all its assignments for Göteborg Energi.
- The Supplier contacts the contact person appointed in the agreement with the Supplier for a dialogue if something is unclear.
- In case of any observation or suspicion of irregularities, report this in accordance with the instructions below.

Reporting of deviations and irregularities

In the first instance, observations or suspicions of irregularities are reported to the contact person or their manager. The manager can in turn contact the Head of Security, the Director of Human Resources or the Head of the Legal Department at Göteborg Energi, depending on the nature of the issue.

For hired staff with their own login account, reporting can be done as a quality deviation via our reporting system ENIA. If something is not compatible with the requirements and routines that have been established in the operation, it is a quality deviation, and special reports can be made for deviations concerning security, incidents, personal data incidents or environmental events.

If for various reasons you do not feel that it is possible to raise suspicions of irregularities with a contact person or through the reporting system described above, you can turn to the City of Gothenburg's Whistleblower function.

Questions to ask yourself in your daily work or in a specific situation you feel insecure about

- Is my action in this situation in accordance with Göteborg Energi's ethical rules and core values; responsibility, sustainability and development?
- Have I understood the risk involved and the possible consequences of my actions?
- Have I, if necessary, sought advice from a relevant person, so that I can make a well-founded decision?
- Do I lead by example?
- Have I considered whether Göteborg Energi may be negatively affected by my actions / actions?