



# Code of Conduct 2023

*ahlsell*



# Background

Ahlsell aims to be the first choice for customers and suppliers purchasing and distributing installation products, tools and supplies. Ahlsell seeks to ensure that we have the most satisfied customers in the industry and the highest employee engagement, and to create sustainable and profitable growth.

Ahlsell's goal is to be an industry leader in sustainability and actively integrate economic and social responsibility in our operations. Driving sustainable enterprises requires work in several dimensions of the business. Among other things, we are working to develop more sustainable products, conduct responsible procurement and minimise our environmental footprint.

Our values – accountability, openness and simplicity – guide us in our day-to-day work. Together with our Code of Conduct, which summarises our overall guidelines for responsible conduct, our values provide a framework for how we shall behave in our daily activities. Since our business partners are an important part of our operations, we also expect them to respect and stand by our values and our Code.

**Ahlsell's Code of Conduct is based on:**

- The UN's Universal Declaration of Human Rights and associated UN Conventions such as the UN's Convention on the Rights of the Child
- The ILO's Principles concerning Multinational Enterprises and Social Policy
- OECD Guidelines for Multinational Enterprises
- The UN Global Compact
- ISO 14001 and 9001

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# Scope and implementation



Our Code of Conduct applies to all employees of the Ahlsell Group and all our suppliers and business partners. Our Code of Conduct is used as a baseline for sustainability evaluations of our business partners.

## **Compliance with laws**

The Code of Conduct does not replace legislation and Ahlsell must always comply with legal requirements and regulations in the countries in which we operate. The same requirements apply to our business partners. If there is a conflict between the Code of Conduct and the law, the law shall prevail. However, if the Code of Conduct sets a higher standard than existing legislation, the Code of Conduct shall apply.

## **Implementation and compliance monitoring**

Ahlsell's CEO has the overall responsibility for implementation and compliance with Ahlsell's Code of Conduct. The country managers are responsible for implementation and compliance in each country and segment.

It is up to each employee to ensure that they understand and comply with the content of the Code of Conduct and related documents. Managers are also responsible for ensuring that each employee is updated on current policies during the annual employee dialogue.

We continuously monitor that our operations comply with our Code of Conduct and we provide annual Code of Conduct training to our employees. The Code of Conduct is also part of the introduction programme for new employees.

## **Reporting malpractice**

If you believe that Ahlsell is not acting in accordance with this Code of Conduct or that Ahlsell's business partners do not meet the requirements of the Code of Conduct, we encourage you to report this to Ahlsell using the whistleblower web form at [www.ahlsell.com](http://www.ahlsell.com)

## **Supplier monitoring**

By approving Ahlsell's Code of Conduct a supplier ensures to comply with all applicable parts. The supplier is responsible for ensuring that their sub-suppliers comply with this code. The supplier also grants Ahlsell the right to verify compliance with this Code of Conduct by means of different types of on-site inspections or other measures. Any suspected breach of Ahlsell's Code of Conduct will lead to immediate measures.

Suppliers who sign an agreement with Ahlsell are responsible for implementing and monitoring compliance with the Code of Conduct in all applicable parts.



# Business ethics



Ahlsell's conduct in all situations, regardless of the country or market, shall be characterised by responsibility and respect for customers, suppliers and the local communities in which we operate.

Ethical conduct and good business practices are crucial to our development and profitability. We shall convince our business partners only with commercial arguments. Our goal is to develop long-term, stable business relationships in which Ahlsell is considered a responsible and professional partner.

## **Fair competition**

We never enter into contracts or agreements – either explicitly, implicitly, verbally or in writing – with a competitor regarding pricing, discounts, promotions, tendering, sales terms or sales territory. We do not exchange sensitive market information with our competitors, either directly or through trade associations, suppliers or customers.

## **Bribery**

Bribery, corruption and any other form of corrupt conduct are strictly prohibited. Neither Ahlsell nor any company or person acting on behalf of Ahlsell may grant, offer or facilitate payments, gifts or other benefits that may affect or be perceived as affecting the objectivity of a business decision or a public authority's decision. In the same way, neither Ahlsell nor any company or person acting on Ahlsell's behalf may accept, receive or request gifts or other benefits.

## **Conflicts of interest**

Conflicts of interest between Ahlsell and its business partners must be avoided. Examples of conflicts of interest include personal financial interests and purchase or sale transactions with family members or close friends. We always place Ahlsell's interests ahead of personal interests.

## **Privacy**

Ahlsell is committed to high standards of information security, privacy and transparency. We place a high priority on protecting and managing data in accordance with applicable privacy laws.

We may collect and process personal data e.g. contact details of employees at a company, within the scope of our business operations. Confidential employee information is stored securely. We shall not disclose any information to any company outside the Ahlsell Group except if required to do so by law.





# Human Rights and fair working conditions

Human rights must be safeguarded throughout our entire value chain. Employees must be treated fairly, equally and with respect.

## Due Diligence

Ahlsell and its suppliers shall conduct due diligence for responsible business conduct. This involves conducting risk assessments to identify potential negative impact on people, society and the environment and to stop, prevent and reduce such impact.

The measures put in place shall be monitored and their effect evaluated and reported to Ahlsell at any given time. The measures can be communicated by Ahlsell to those affected. If activities are found to cause or contribute to negative impact on people, society or the environment, we will stop the activities and seek to provide remedy.

## Child labour

Every child<sup>1</sup> shall be protected from economic exploitation and performing any work that may be harmful to the child's physical or mental health or adversely affect the child's right to education.

Ahlsell does not accept child labour. If it is found that a child is manufacturing products, despite Ahlsell's efforts to ensure that such practices are non-existent in our value chain, the employer must act on the basis of the child's best interests. Ahlsell's partners are expected to work together to reach a satisfactory solution that improves the situation of the individual child.



## Forced labour

No form of forced labour or work connected with any form of punishment is permitted. The employees must have freedom of movement during the course of their employment.

The employer must not withhold identity cards, travel documents or other important personal papers from its employees, which may prevent the employees from ending their employment.

## Responsible extraction of minerals

Conflict minerals<sup>2</sup> are minerals from conflict-affected areas, the use of which directly or indirectly contributes to the financing of armed groups likely to commit serious human rights violations. Ahlsell is committed to the ethical sourcing of minerals used in our products and is working with suppliers to address the process for sourcing minerals responsibly. In addition, we are committed to engaging with our customers regarding their own disclosure obligations.

## Freedom of association and collective bargaining

Ahlsell respects employees' rights to organise themselves, or not to organise themselves, in trade unions and to negotiate collectively or individually in accordance with local laws. No employee shall face harassment or reprisals in order to exercise these rights.

<sup>1</sup> In this context, a child is a person under the age of 15. If relevant national legislation prescribes a higher age, this shall be the age that applies.

<sup>2</sup> "Conflict minerals" refers to Tin, Tantalum, Tungsten and Gold (3TG) and is a definition that is widely used by, among others, EU, UN and OECD. Read more at [www.responsiblemineralsinitiative.org](http://www.responsiblemineralsinitiative.org)

### **Employment contracts, employment terms, working hours and remuneration**

Working hours must comply with national legislation. Employees shall be paid the minimum wage required under local law and regulations. Overtime shall be paid at a premium rate. Wages must be paid on a regular basis. Deductions from wages shall be transparent and must never be used as a disciplinary measure.

All workers shall have a written, understandable, and legally binding labour contract. The employer must not rely on a systematic use of part-time, short term or casual labourers, trainees, or false apprenticeships in order to pay lower wages and provide fewer benefits.

Employees on parental leave must not be fired or threatened with dismissal and must be free to return to their former employment at the same rate and benefits.

All workers shall have access to clean drinking water and toilets, adequate for the number of employees. When accommodation is provided it must be suitable for its purpose and meet the same requirements stated in the previous sentence.



### **Diversity and equality**

Ahlsell values and promotes diversity and gender equality. We are committed to maintaining an environment based on respect for each person's unique and equal value and realise everyone's full potential by promoting an inclusive culture.

When needed, active measures must be taken to ensure equal rights and equal opportunities at work, regardless of ethnicity, gender, gender identity, disability, religion or belief, sexual orientation and age.

### **Discrimination, harassment and harsh or inhumane treatment**

Ahlsell is opposed to all forms of discrimination, harassment and degrading treatment and shall take action to combat discrimination on these grounds. All discrimination and harassment incidents must be addressed promptly and with regard to the victim.

Physical abuse or punishment, or threats of physical abuse, sexual or other harassment and verbal abuse, as well as other forms of intimidation, is prohibited.





# Occupational health and safety



Ahlsell works systematically for a safe and healthy work environment. Risks that may lead to accidents or health impairment shall be dealt with promptly.

## Work environment

Our work environment activities are based on national legislation in our countries of operation. For Ahlsell a safe work environment means, for example, proactive risk management, competence for performing tasks safely, open dialogue, continuous improvements, clean workplaces, safe machinery in production and providing necessary personal protection. Ahlsell shall establish a positive safety culture by actively working with behaviours and attitudes.

Hazardous materials and dangerous equipment must be stored, handled and transported in accordance with applicable legislation. Emergency exits must be clearly marked. Exits must not be blocked and must be well lit. All employees shall be informed of safety measures, such as emergency exits, fire extinguishers, first aid equipment and other life saving measures.

## Alcohol and/or drug abuse

Ahlsell works actively to avoid exclusion in the workplace and takes responsibility in creating a society free from drug and alcohol abuse. In the process of creating safe and secure workplaces, it is necessary to take measures to prevent and combat the adverse consequences of harmful substance use. Ahlsell has a zero tolerance for alcohol and other drugs during working hours. The purpose is to prevent ill health, accidents and harmful use.





# Environment and quality



Ahlsell works actively to reduce the environmental impact from our operations, focusing on products, transport, energy use and recycling.

Ahlsell takes quality and the environment into consideration in every part of our business. Ahlsell complies with statutory environmental requirements that apply in each country of operation. Ahlsell supports and encourages sustainable innovation to meet customer expectations.

Stakeholders' expectations are taken into consideration in quality and environmental matters. This means that dialogue with customers, suppliers and other partners is a source of continuous improvement.

## **Animal welfare**

Animal welfare legislation and regulations shall be respected.

## **Environment- and quality management**

Ahlsell is certified under ISO 14001 and 9001 and expect our suppliers to implement environmental and quality management systems.

## **Product content**

Systematic compliance with Swedish and European legislation for permitted substances or the use of dangerous substances is mandatory. Ahlsell expects, and works actively to ensure, that products and services comply with legal and safety requirements.



