



Attendo's Supplier Code of Conduct

1 Introduction

As the leading care company in the Nordics, Attendo is deeply committed to being a positive force in society, with the ultimate vision to deliver *better care to more people*. Our values – *care, commitment and competence* – guide us every single day, in everything we do.

Care services are a central part of the efforts towards a sustainable society, particularly in terms of social development. When people who need care are supported in their everyday lives, several of the goals set in the UN 2030 Agenda for Sustainable Development are addressed, such as the fundamental rights to life, health and wellbeing as well as empowerment, equal opportunity and gender equality.

Working with our impact from an environmental, social and governance (ESG) perspective is an integrated part of Attendo's business strategy. To this effect, Attendo has formulated long-term goals, which should drive Attendo towards delivering positive value to care customers and their relatives, employees and payors, while also ensuring that operations are conducted with responsibility and consideration for the surrounding society as well as the environment and climate.

Our external partners are critical for our long-term success and we expect them to be equally committed to driving progress within the areas of social responsibility, business ethics and environmental impact. Sound employment and labor practices, workplace practices, ethical business practices and environmental management practices should be an integrated part of all our suppliers' operations and supply chains.

Our Supplier Code of Conduct reflects Attendo's Code of Conduct and is based on our vision, mission, values, and sustainable business strategy, as well as relevant international standards, such as UN Agenda 2030 and the Fundamental Conventions of the International Labor Organization (ILO).

As a large company listed on the Nasdaq Stockholm stock exchange, Attendo must comply with applicable ESG-reporting standards. As part of this, we also need to set principles for and collect certain information from our suppliers.

We expect and require that all our suppliers comply with this Supplier Code of Conduct as well as local laws and regulations. Suppliers must also understand and respect the applicable and growing EU framework for sustainable finance, including to "do no significant harm" and operate in accordance with "minimum safeguards" for social rights.

In case local laws and regulations are less restrictive, the Supplier Code of Conduct shall apply. In case a requirement is covered by Attendo's Supplier Code of Conduct as well as by a Suppliers' own Code of Conduct (or similar well-established governing document), applicable laws or an agreement with the Attendo Group, the stricter regulation shall apply. If there is a contradiction between mandatory local laws and this Supplier Code of Conduct, the principles outlined by this Code of Conduct should be followed as far as possible. Suppliers may also refer to Attendo's Code of Conduct where relevant.

The latest version of Attendo's Supplier Code of Conduct is published on Attendo's website.



1.1 Scope

Attendo's Supplier Code of Conduct, as updated by Attendo from time to time, is applicable to all suppliers that provide goods, services and/or real estate capacity to the Attendo Group regardless of the country of operation. The latest version of the Supplier Code of Conduct forms the basis for our relationship with suppliers and is an integral part of most of our supplier agreements.

1.2 Ensuring compliance with the Supplier Code of Conduct

Suppliers shall establish and maintain management systems to oversee compliance with this Supplier Code of Conduct in proportion to the size of the company, scope of our business relationship and the supplier's risk environment. The management system shall contain a policy approved by supplier's management as well as relevant routines, roles, responsibilities, and control mechanisms. Supplier's management systems shall be continuously reviewed and improved, preferably under 3rd party certification.

1.3 Focus on continuous improvements

Being a reliable, efficient and solution-oriented partner for the public sector that engages Attendo is a fundamental part of our success. This requires us, and consequently also our suppliers, to continuously review and improve our service delivery. In light of this, we emphasize that suppliers should not only implement the standards outlined in this Supplier Code of Conduct, but continuously strive for progress in the areas covered. We furthermore encourage all suppliers to innovate and suggest improvement areas in Attendo's operations that will improve our performance in the areas covered by the Supplier Code of Conduct.

1.4 Original source of goods

Suppliers must make significant efforts to know the original source (name of the supplier, address to the manufacturing site) of the goods sold to Attendo.

1.5 Monitoring and Enforcement

Performance in the areas covered by the Supplier Code of Conduct is a key indicator in Attendo's qualification process of new suppliers and acceptance of the code is a pre-requisite to become a material supplier to Attendo. During the relationship term, Attendo reviews compliance with the Supplier Code of Conduct by self-assessment questionnaires. Attendo also reserves the right to conduct on-site audits and suppliers shall, on demand, supply Attendo, or a party appointed by Attendo, with relevant information concerning the requirements set out in this Supplier Code of Conduct or other regulations applicable to Attendo or its relationships with suppliers. If a supplier or any of its own (sub-)suppliers fails to comply with the requirements set forth in this Supplier Code of Conduct, the supplier must take appropriate action to remedy the breach and prevent a recurrence of such breach in the future. A supplier's material failure to comply with the Supplier Code of Conduct, failure to rectify a breach or lack of cooperation may result in reduction of business or an end to our business relationship.

2 Social Responsibility

Social responsibility is fundamental to Attendo. We are a social care company, and we truly believe that a company's employees are the key to its quality, culture and development. Our suppliers are expected to respect international standards relating to human and labor rights and always treat their own employees just and fair.



2.1 Human Rights

Suppliers must be committed to securing and promoting human rights of employees and have a fair recruiting process. Employment practices shall ensure that no one is discriminated against based on personal characteristics or beliefs such as gender, age, religion, social background, disability, pregnancy, ethnic and national origin, membership in unions, political affiliation, sexual orientation, or similar.

2.2 Working Conditions

Forced labor and child labor is not tolerated under any circumstances. All work shall be voluntary, and employees shall be free to leave within a reasonable notice. "Child" refers to persons under the age of 15, a person below the age for completing compulsory education or below the minimum age for employment set by law in the country of operation.

Compensation and work weeks shall be in accordance with what is stipulated in local laws, including those related to minimum wage and overtime.

Suppliers shall not penalize employees for lawful participation in labor organization activities. All employees shall have a right to unionize if they like.

Suppliers must comply with relevant UN Conventions in this area, such as the Minimum Age Convention No. 138, the Worst Forms of Child Labour Convention No. 182 and the Forced Labour Convention No.29.

2.3 Health & Safety

Suppliers shall ensure that employees are provided with a healthy and safe work environment that minimizes work related injuries and enhances the quality of the product and/or services provided. Managers and employees should be given appropriate training to assess risks and uphold safety and security routines at their workplaces. This is applicable to production facilities, other accommodation as well as transportation provided by the supplier to employees.

Potential exposure to safety hazards – machines, equipment and substances – shall be identified, assessed, and controlled. Where such hazards cannot be adequately controlled, employees shall be provided appropriate personal protective equipment.

Suppliers shall have adequate emergency preparedness: emergency plans, fire safety and response procedures shall be implemented. Employees shall have ready access to clean drinking water, hygienic toilets, adequate ventilation, and hygienic eating facilities.

3 Environmental Responsibility

Climate change is one of our generation's biggest challenges. Our suppliers are vital in contributing to Attendo's environmental performance.



3.1 Resource Efficiency and Energy Consumption

As a minimum requirement, suppliers shall comply with applicable laws and regulations regarding water, energy and raw materials. Suppliers shall appropriately monitor (including relevant tracking and documentation), control and manage their consumption of water, energy and raw materials and identify areas in which the supplier can improve to minimize its ecological footprint. If a supplier's operations are in an area affected by water scarcity, it is encouraged to set up a strategy to secure existing and future water supply.

3.2 Waste management

Waste shall be appropriately monitored, tracked, and documented. All suppliers are furthermore encouraged to actively work towards a circular economy e.g., by using materials that can be recycled or re-used in other applications.

3.3 Carbon footprint

Attendo expects all suppliers to be committed to continuously reduce the carbon footprint from their own operations as well from any sub-suppliers. If requested by Attendo, the supplier shall be able to show relevant CO₂ emissions for goods and services purchased by Attendo, and disclose targets and plans for how to reduce CO₂ emissions as well as results in this area.

All suppliers are encouraged to calculate their total CO₂ emissions within the company according to the official GHG protocol ways of measuring (<https://ghgprotocol.org/corporate-standard>), establish CO₂ reporting routines, establish carbon reduction requirements in sourcing and to use fossil free energy sources in their own operations and logistics chain.

4 Governance

Ethical standards, a governance model with clear roles and responsibilities and full accountability in every local operation are the foundation for Attendo's operations. Our care services are delivered almost exclusively as ordered by contracting public organizations. This places particular demands on us to run our business in an open and responsible manner. We must not only live up to the expectations of customers and their relatives, employees and local municipalities, but also deserve public trust. It is of utmost importance that our business relations with suppliers are also characterized by a high level of integrity, stability, predictability and transparency.

4.1 Integrity

Suppliers shall conduct their business in a professional and independent manner at all times, and in accordance with standards set forth in all applicable international and national laws and regulations. Suppliers must act with integrity, honesty and fairness in all aspects of their business. Fair competition, including compliance with all regulations and procedures for public tenders, must be ensured.

Suppliers must make sure that situations where private interests conflict with job responsibilities are avoided. All situations where an employee at Attendo or a professional under contract with Attendo may have a personal interest with the supplier business must immediately be reported to Attendo.



4.2 Bribery and Corruption

Suppliers shall comply with all applicable anti-corruption laws while conducting business with Attendo. Bribery and any other form of corrupt business practice are strictly prohibited. The direct or indirect offer, granting or acceptance of illegitimate benefits to generate, maintain or accelerate business is unacceptable. Suppliers must ensure that no such benefits are exchanged in the course of their business. Attendo representatives are not allowed to accept gifts or hospitality if this may influence or appear to influence a business decision. If the cooperation requires travelling, each party bear their own expenses.

4.3 Ability to report

Attendo expects its suppliers to have in place effective reporting or feedback channels through which employees can report complaints and grievances about their working conditions without fear of retaliation.

4.4 Data protection and information security

When a supplier is entrusted with confidential, sensitive or personal information from Attendo, the supplier shall safeguard it, use it only for the intended purpose and take appropriate measures to protect it from misuse. The supplier shall maintain the contractual terms stipulated in any data processing or sharing agreement with Attendo when collecting, storing, processing, and using information obtained from Attendo.

5 Further Dialogue and Reporting

Attendo encourages all suppliers to contact us regarding any matter related to our Supplier Code of Conduct. Supplier must report any suspicions of a material breach of any of Supplier's obligation under this Supplier Code of Conduct, including any breach by Supplier's sub-suppliers, to the local procurement teams at Attendo. Contact information is available on Attendo web page.