



POLICIES OF BJÖRCKS

For BJÖRCKS, the policies are of great importance to business development. Our high ambition to deliver high class services demands good communication and common rules within the Group.

BJÖRCKS policies are composed in this document to give an overview for external parties.

- **Sustainability Policy**
- **Environmental Policy**
- **Work environment Policy**
- **Diversity Policy**
- **Sustainability-related part of purchasing Policy**
- **Quality Policy**

All policies are locally published and communicated more in depth in local languages.

SUSTAINABILITY POLICY

For BJÖRCKS, sustainable development means a simultaneous focus on financial, environmental and social responsibility. The objective is to contribute to the creation of long-term growth in shareholder value.

BJÖRCKS aims to follow strong sustainable practices and to encourage its stakeholders to do the same.

Sustainable development is an integrated part of BJÖRCKS's business activities and is closely linked to our ability to fulfil and develop our business.

To contribute to sustainable development, everybody must, in their day-to-day work, take financial as well as environmental and social considerations into account.

ENVIRONMENTAL POLICY

BJÖRCKS will have an environmental program on par with industry competitors that attracts employees, customers, and investors and is perceived as positive by other stakeholders.

BJÖRCKS will contribute to sustainable development by optimizing resource use, seeking the use of renewable energy and minimizing its environmental impact throughout its operations.

BJÖRCKS's environmental programs and activities are based on continuous improvement, with reference to BJÖRCKS's overall environmental goals. Each company and unit is responsible for setting specific targets and working to reach them.

The activities within BJÖRCKS's environmental programs will be coordinated and integrated with production, quality and financial activities and will comply with applicable legislation and other requirements. The overall goal for BJÖRCKS's sustainability programs is to create long-term value growth for its owners and to contribute to the Group meeting its goals.

WORK ENVIRONMENT POLICY

BJÖRCKS values an active leadership that:

- Creates a work environment that supports the BJÖRCKS Group's strategies as well as the rules and regulations in each country.
- Plans work in a way that considers organizational needs but also enables employees to be actively involved, in the work and socially.
- Ensures BJÖRCKS's position as a good company within the work environment area.

In order to achieve this, it is the responsibility of the management to ensure that:

- Goals and preventive plans for working environment are a natural part of the ongoing business planning within each company.
- Leaders and employees at all levels and in all units are actively involved in work environment matters.
- Annual work environment studies are carried out.

Local Health and Safety Policies are available at all sites of operation in local languages.

DIVERSITY POLICY

BJÖRCKS bases all external recruitment, internal recruitment, promotion, skills development and other contacts between company and employee on the concept of the equality of all persons.

All employees and job applicants shall be treated in a proper and impartial manner, where work competence and conformity with the safety and security requirements of the BJÖRCKS Group are of primary importance.

All employees and applicants for vacant positions also have the right to be treated on an impartial and formal basis and not on the basis of what, on proper or improper grounds, might be thought of as characteristic for the gender or group to which he or she belongs.

All employees are responsible for behaving and acting in the workplace in a manner that is in accordance with the values expressed by this policy.

ACTION PLANS

To achieve diversity in the long term, without compromising competence, qualifications and security, within the various business operations of the Group and at various job levels within these operations, the respective business unit shall prepare an action plan for certain prioritized activities with the purpose of increasing diversity.

SUSTAINABILITY-RELATED PART OF PURCHASING POLICY

In choosing suppliers, the value of long-term and continuous access to the best product/ service at the lowest total life cycle cost must be taken into account.

As set forth in BJÖRCKS Group Code of Conduct, BJÖRCKS Group has committed to social issues and by following the UN Global Compact, the BJÖRCKS Group has pledged in all activities to defend and promote human rights and to combat corruption, discrimination and all forms of forced labour. It is essential that the same requirements are undertaken also by BJÖRCKS suppliers.

Moreover, as also set forth in BJÖRCKS Group Code of Conduct, BJÖRCKS Group aims to be active in sustainable development efforts in the people transport industry and thereby contributing to sustainable society development. Hence, BJÖRCKS Group's primary focus is to create responsible and sustainable traffic growth while reducing its environmental impact and optimizing resource management by reducing emissions, reducing consumption of energy and water, reducing noise and treating waste as a resource, among other measures.

In view hereof, suppliers shall be able to demonstrate environmental management according to ISO 14001 or equivalent or as a minimum be able to document an environmental program or system.

All purchasing agreements must be signed by a duly competent person.

Each purchasing activity must be satisfactorily documented from specifications up to a signed agreement. This is in order to permit subsequent review and to guarantee the availability of documentation in the event of any claim and/ or legal dispute.

Any agreement at variance from BJÖRCKS General Terms & Conditions must be approved by BJÖRCKS Managing Director before being concluded. Contracts must be filed in accordance with the applicable filing rules.

All purchasing activities must be conducted in a professional manner, demonstrating sound ethics, high moral standards and in accordance with applicable legislation.

All information concerning purchasing, potential tenderers or suppliers must be held confidential in the interests of competition.

Entertainment may not be accepted except to the extent it is clearly motivated and modest in scale.

QUALITY POLICY

BJÖRCKS is committed to satisfy the customers' expectations for safe and efficient operation. Safety is BJÖRCKS' foremost quality parameter.

The following order of priorities is always applied:

- Safety and security
- Punctuality
- Care

BJÖRCKS believes that quality is everybody's concern.

Continuous improvements will be achieved at all times through the dedication of our employees, established standards and measurements, and by cooperation with business partners.

BJÖRCKS shall control the risk exposure and ensure risk awareness during daily work at all levels.

All bus transports and travel services shall be serviced and operated in accordance with established procedures based on authority regulations, company requirements and safe operational practice.

Activities within BJÖRCKS shall be performed in such a way that they contribute to minimizing the negative effect on the environment.