

Code of Conduct for employees of AQM

Origin date 2008-09-01

Rev 3



1. Background

Alfa Quality Moving & Relocation is a leading service company in the industry and has expanded strongly in recent years. Today we conduct business at our centres in Sweden (Jönköping, Stockholm, Gothenburg, Malmö), Finland (Helsinki), Norway (Bergen, Stavanger, Oslo) and Denmark (Copenhagen, Aarhus).

Our company's objective is to achieve healthy volume increase with good profitability. Our customer base includes several major international corporations.

Having once been a relatively small company with few formal regulations, Alfa Quality Moving & Relocation has grown so fast that we have had to formalize both the way we work with customers and internally. To be successful, a company must adapt to its environment and also be a part of it.

Since 2007 we have been working according to clearly defined processes, and these are being integrated throughout our Nordic organization.

The aim of defining our Business Code Principles is for employees to understand and comply with the values and principles the company represents.

Our core values today are **Quality, Care** and **Sustainability**.

These Business Code Principles are the same and apply equally to all employees, wherever they work in the organization. Our customers should be able to recognize our values and working method whichever branch they contact or are contacted by.

2. Our Business Code Principles

2.1 Our Customer Keys

- We exist for our customers.
- We are always available to our customers.
- We keep our promises to our customers.
- We are honest and proactive in our customer relations.
- We are finishers, i.e. we deliver and complete our assignments within the agreed time.
- We take personal responsibility towards the company.
- We make sure we remain recognized on the market as a company that always delivers a first-class, cost-effective service.
- We work entirely according to our set work processes.

2.2 Our certifications etc.

- We are proud of our certifications which guarantee, for instance, that we take responsibility for increased customer benefit, safety, service level and the environment.

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2.2.1 ISO 14001

We are certified and work proactively on environmental issues. We have a long-term sustainable mind-set with the aim of reducing environmental impact in areas that are relevant to us.

2.2.2 ISO 27001

We have a process-oriented management system for information security. Our ISO 27001 certification means our customers and other stakeholders can rest assured that we have procedures and systems in place to protect sensitive information.

2.2.3 FAIM – FIDI Accredited International Mover

Our FAIM Standard certification contains more than 200 strict, well-defined quality requirements for the international removals industry. The standard was developed by FIDI Global Alliance and includes seminars and e-learning in addition to requirements on quality, CSR and environmental issues.

2.2.4 OMNI – Overseas Moving Network International

For several years we have been a member of OMNI, a network of specialist companies in international removals, relocation and mobility. Membership gives us access to the world's best global network.

2.2.5 AEO – Authorized Economic Operator

AEO is a standardized certification programme within the EU. AEO status from Swedish Customs requires that several criteriasBui are met, such as previous compliance with customs requirements, a satisfactory bookkeeping system, financial solvency, and a high level of safety and security procedures, including documented routines for in-house checks.

2.2.6 United Nations Global Compact

We are a member of the UN Global Compact and thereby strive to follow its 10 principles in four main areas:

- Human Rights
- Labour
- Environment
- Anti-Corruption

2.3 Our staff – our most important asset

We employ competent, outgoing, enthusiastic personnel. We ensure that our employees have sufficient resources, training and recognition in order to maximize their own potential and individual performance, which also promotes the company's business and development.

We offer pay and working hours in line with prevailing market norms. We work actively on health and

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safety issues, analyzing risks and taking action as appropriate.

It is our resolute goal to create an equal foundation for all employees, without discrimination, i.e. regardless of gender, cultural background, religion or age.

Child labour does not take place in our company.

2.4 Internal and external rules of play

We always strive to show openness towards colleagues and to conduct an honest, objective dialogue.

We respect our colleagues, customers and suppliers and this calls for an ability to understand other people's motives, situations, intentions and cultural differences.

We all act as role-models in our words and actions.

2.5 Responsibility and authority

2.5.1 Each employee is fully responsible for the operational areas for which he/she was employed to handle. All tasks shall be carried out in line with the customers' wishes and requirements, and in accordance with our internal regulations and work processes. Each employee shall provide such a good service that a completed assignment leads to a satisfied customer and therefore added sales/new orders. Proactivity in the area of customer care is an absolute must.

Employees are expected to keep themselves well informed in their area of operations through e.g. magazines, the Internet, internal information and other sources, as well as through courses suggested by the company or undertaken on their own initiative.

To assist them, employees have access to computers and other technical aids, and to information on the company's intranet and above all in external resources.

2.5.2 Our managers and process supervisors are expected to be skilled at:

- delegating
- giving praise, motivating and coaching others
- being proactive and following up set goals
- having the courage to make decisions and then take responsibility for those decisions
- communicating clearly and openly
- being open to change
- prioritizing business-critical objectives
- keeping an eye on the big picture, partly by cooperating with others

2.6 Obeying laws and regulations/business integrity

We are a company of the highest business integrity and require our employees to be 'good citizens', i.e. that they comply with the laws, anti-corruption statutes and regulations that apply in the countries where the operation is located. Any customer or supplier requirement that contravenes prevailing laws must be kindly but very firmly declined.

We also comply with our ethical rules and the rules or restrictions regarding gifts and other offers.

2.7 Media contacts

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Magazines and other media wishing to interview or obtain information about the company shall always be referred to the Managing Director. The procedure will then be considered on a case-by-case basis.

A customer's name must never be used as a reference without the customer's consent.

2.8 Security

- Acquire knowledge and comply with the management system for information security (ISO 27001)
- Remember to have a secure password for your computer. Change it frequently.
- Do not discuss the company's internal matters with external parties – When travelling, use your computer discreetly so that others cannot see the information.
- Sometimes external parties find themselves in our warehouse by mistake. Check their authorization and send them away kindly but firmly.
- Switch off your computer at the end of your working day.
- Do not leave sensitive business documents on your desk overnight or if you are away from your workstation for a long time.
- Never misuse sensitive information about customers and suppliers.

2.9 Travel

Travel is a major cost for the company. Travel is usually generated for:

- Customer care
- "Emergency situations"
- Establishing new contacts
- Supplier meetings
- Training/conferences
- Travel must be planned in plenty of time so that maximum savings can be achieved.
- Bonus/reward points should be used for business trips.
- Travel is undertaken when phone or web conferences are not possible or appropriate.
- Business trips should be ordered through our travel agent for security purposes.
- We represent the company for the entire duration of any business trip.
- Travel must be approved in advance by the responsible manager.
- Before a business trip, an itinerary must be drawn up which includes the destination and contact person/people in case you need to be contacted.
- After the trip, a brief travel report should be written and distributed to the relevant people.

2.10 Customer and supplier meetings

We arrive at all meetings well prepared. We ensure that any technical equipment is working in plenty of time before the meeting. An agenda should be drawn up outlining the points we wish to discuss. Our quality, process, security and environmental work should always be included as points on the agenda.

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The agenda should be distributed to all participants before the meeting.

Notes are taken during the meeting, and before the meeting concludes a summary should be made of what has been decided and deadlines set for any agreed activities.

2.10 Presentations

Information about the company must be correct and updated when presented.

The templates and layout produced by our marketing department must be used. Presentations which do not comply with the company's rules, for example, are not permitted. Contact the marketing department for support. The company should always be referred to as Alfa Quality Moving & Relocation. Our graphic profile must always be followed and can be found on our intranet.

2.11 Practical details – conference rooms

We always ensure the conference rooms are kept clean and tidy. Push chairs in after the meeting has finished. Wipe away any marks/spillages from the table and other surfaces. Do not leave behind any crockery or cutlery, for example. Always clear the writing boards and throw away used notepad sheets. Quite simply, leave the premises as you would like to find them when you begin a meeting.

Remember that we stand for "Quality".

2.12 Availability

We are entitled to place high demands on our suppliers regarding their availability. Our business concept is to offer a superb service, so we must ourselves be available to our customers.

If there are meetings or other absences, we are personally responsible for notifying colleagues and forwarding our phones to a colleague, or for using the Out of Office function.

2.13 Absence and diary management

Planned absence is entered in the diary as soon as it is known. Meetings taking place in your own office are noted in blue and other external absences such as holiday, business trips and doctor's appointments are noted in purple. This enables the switchboard to give customers and others a prompt reply.

During absences, the Out of Office function is also activated with a suitable answer message. This is described on our intranet.

Note that the process owner's e-mails may never be forwarded.

2.13 Conduct on the phone

We answer the phone with our whole name, i.e. our first and last name.

When we make an external call we introduce ourselves as 'Alfa Quality Moving & Relocation' plus our name.

Private calls are limited.

We set our phone if we are temporarily out and unable to answer within three rings, or have left for the day.

We help to answer each other's phones.

Mobile phone users must follow our routines and ensure that mobile answer-phone messages have been recorded, above all in English. Availability is a requirement and PIN codes must always be activated.

2.14 Dress code

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Customers and suppliers can visit us at any time. We therefore dress in a proper, representative way.

Jönköping, Sweden

20 December 2013

Alfa Quality Moving & Relocation

Christer Bosmyr

CEO