

## KL-Lämpö Oy Code of Conduct

**KL-Lämpö Oy is committed to conducting all its business activities responsibly and ethically. We believe that customer focus, reliability, and employee well-being are the cornerstones of our success.**

This Code of Conduct guides our actions and decision-making, ensuring that we comply with the highest ethical standards and legal requirements. We expect all our employees and partners to adhere to these principles.



### Our Values:

#### Customer Focus

We understand our customers' needs and provide them with the best possible solutions.

#### Responsibility

We take responsibility for people, the environment, and society.

#### Reliability

We keep our promises and act consistently.

#### Sustainable Development

We commit to the responsible use of resources and safeguarding the future.

#### Employee Well-Being

We support employee well-being and professional development.

### KL-Lämpö Oy

Golfkentäntie 8, FI-33960 PIRKKALA (Head Office)  
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## Ethical Principles

### Compliance with Laws and Regulations

We comply with all applicable laws, regulations, and directives in all our operations. We also strive to exceed legal requirements by acting ethically and responsibly.

We expect our suppliers and other business partners to fully comply with all applicable laws and regulations.

### Human Rights and Labor Rights

We respect internationally recognized human rights and fundamental labor rights. We do not tolerate any form of discrimination, inappropriate treatment, forced labor, or child labor.

We aim to be known as a good and trustworthy employer. We respect our employees' freedom of association and the right to engage in collective bargaining.

### Environmental Responsibility

We are committed to minimizing the environmental impact of our operations and promoting sustainable development.

## Business Ethics

We conduct our business honestly and transparently. We do not engage in

corruption, bribery, or any other unethical practices.

We avoid situations where personal interests could conflict with the interests of the company and immediately disclose any potential conflicts of interest.

We handle confidential information carefully and ensure that it does not fall into unauthorized hands.

## Responsible Procurement

We select our suppliers carefully and require them to adhere to our Code of Conduct.

We regularly monitor and evaluate the performance of our suppliers to ensure compliance with agreed standards.

## Occupational Health and Safety

We are committed to providing a safe and healthy working environment for all our employees. We continuously strive to improve workplace safety and reduce occupational accidents.

We provide regular training and resources to ensure our employees understand the importance of safety and know how to work safely.

## Equality and Non-Discrimination

We promote equality and non-discrimination in our workplace. We treat all our employees fairly and respectfully, regardless of their background or personal characteristics.

## Communication and Data Protection

We communicate openly and honestly both internally and externally. We comply with

data protection legislation and handle personal data confidentially.

## Commitment and Monitoring

This Code of Conduct applies to all our employees and business partners. We regularly monitor compliance with the Code and update it as needed. All our employees and partners are expected to report any concerns or suspected violations of laws or ethical guidelines.

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**This Code of Conduct has been prepared to support KL-Lämpö Oy's values and our commitment to ethical and responsible business practices. We expect all our employees and partners to adhere to these principles.**

## Signatures

By signing below, the business partner agrees to comply with KL-Lämpö Oy's Code of Conduct.

Date and place:

Company name:

Contact person:

Signature and printed name: