



Code of Conduct

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Our code of conduct

Ethical and responsible business conduct is at the core of our operations and contributes to our success as a company. Our Code of Conduct guides us in determining the way forward. Our Code of Conduct affirms our commitment to following the rules and regulations of each of the countries we operate in and gives us behavioural principles to aspire towards.

Our vision is to be acknowledged as a Trusted Advisor, a role that obliges us to take care of our people, our customers, our business partners, the environment, and the communities in which we are active. Our Code of Conduct gives guidance how to treat each other as colleagues as well as our external parties. Our values – Customer Value, Openness, Keep Promises, and Ambitious Targets – support our vision and form the foundation of our Code of Conduct

Our Code of Conduct is the same for all our employees and external personnel working under our supervision regardless of position or location. Operating with the highest ethical standards is the key to responsible and profitable growth and gives us the license to operate and helps to safeguard our business interests and reputation. We all have a personal responsibility to act in accordance with the Code of Conduct.

At Aidon we support a working environment where questions or concerns can be freely expressed without fear of blame. Should there be any doubts of unethical behaviour I sincerely encourage you to raise the matter with your manager.

It makes sense.

Tommi Blomberg
CEO

1 Introduction

1.1 Why have a Code of Conduct

Aidon, as a company, is committed to conducting our business with high ethical standards, with honesty, and with integrity. At individual level we expect the same.

We always comply with the local laws, rules, and regulations wherever we operate, and these also predominate. Our Code of Conduct sets the principles that allow us to be a competitive, fair, respectful, and trusted partner to our customers, colleagues, suppliers, and other stakeholders. It helps us to turn our vision and values to everyday behaviours and tells us how we are expected to act regarding our colleagues, stakeholders, and the surrounding world. The Code is complemented by our policies and instructions.

This Code is meant to guide you in your decision making. However, it cannot cover all the situations that you may encounter. Therefore, it is important that you use good judgement and never hesitate to ask for advice if in doubt about the best course of action.

1.2 For whom

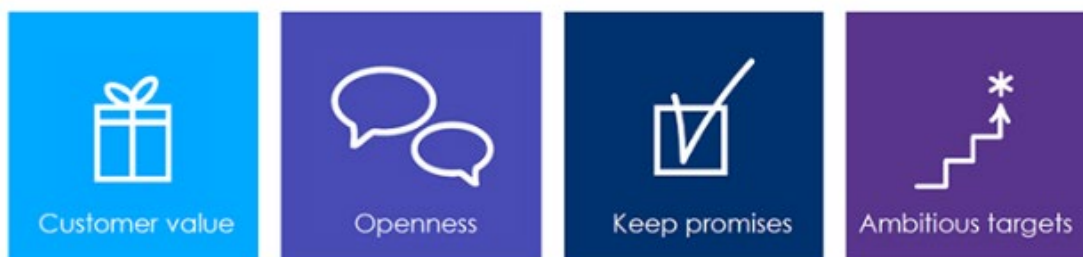
Our Code of Conduct apply to all of us at Aidon, from our Board of Directors to all our colleagues and external personnel working under our supervision. We all are obliged to learn our Code of Conduct and act accordingly.

We expect and follow that also our suppliers behave with integrity and honesty in ethical manner. For that reason we have a [Aidon Code of Conduct for Suppliers](#).

2 At Work

2.1 Aidon Way to Act

Values define the core driving forces of Aidon: how we behave as a company, as an employer, as a solution provider and as a partner. Together we as Aidon employees bring these values to life. They guide our work in Aidon, help us to make the right choices, and set the basis for our company culture.



Customer Value

- I work for the customers
- I do my best to ensure smooth processes both internally and for customers
- I have the competence and skills that customer appreciates
- I am approachable and easy to deal with
- I initiate change when needed

Openness

- I share information
- I speak up when issues arise
- I listen and respect each other's opinions and ideas
- I work as a team member and support others when needed

Keep promises

- I deliver on the promises
- I focus and prioritise
- I lead myself and manage my use of time
- I work with agreed processes
- I avoid overpromises

Ambitious targets

- I drive improvements every day
- I focus on the targets assigned
- I challenge myself to exceed the targets
- I work iteratively, step by step

2.2 Responsible employer

As a company Aidon understands the responsibility to its employees. This means a decent and humane work environment, which allows us to perform at our best. Our working conditions should encourage every one of us to have personal responsibility, to perform successfully, and to continuously develop ourselves both personally and professionally. Diversity to us means personal and cultural differences as well as different personal background. Diversity and inclusion are for us a source of innovation and the means to attract, develop, and retain talent. We promote diversity through inclusion, which means that we enable all our employees to contribute to their full potential in our daily business.

Our principles

- We respect human rights (defined in the United Nations' Universal Declaration of Human Rights), and the international labour standards for the rights of employees (defined in the conventions of the International Labour Organisation, ILO).
- We offer to all of us fair terms and conditions throughout our company and wherever we operate

- We don't accept any kind of inappropriate behaviour among us
- Any form of intimidation or disrespectful behaviour, bullying, harassment, unwanted sexual advances, or unlawful discrimination is not tolerated at Aidon
- We have zero tolerance of child, forced, or compulsory labour
- Our working hours comply with national laws and industry standards
- We pay wages and provide benefits that are in accordance with the law and regulations, consistent with the industry standards in the countries in which we operate and consistent within the company
- Our employees have the right to freedom of association and collective bargaining, and this is recognized and respected by Aidon
- We are committed to a culture of inclusion to benefit from our diversity
- We provide equal opportunities regardless of race, ethnicity, national origin, religion or belief, gender, sexual orientation, gender identity or expression, age, disability, marital, or family status, or any other characteristic protected by applicable laws and regulations
- We encourage work environment where we share mutual appreciation and respect towards each other and where people are valued for their differences

2.3 Health and Safety

Aidon is responsible to provide safe and healthy working environment for all its employees, partners, contractors, and visitors. Our work well-being system consists of different operators, such as management, line managers and employees. Active, courageous, and visible health and safety actions regardless of one's role is a critical success factor to Aidon.

Our principles

- Aidon acts in accordance with the associated health and safety regulations in any country where Aidon operates
- We promote safe and healthy place of work with safe access
- We promote good health and safety practices throughout our business
- We provide adequate health facilities
- We ensure that risk assessments are carried out on an on-going basis
- We ensure actions for elimination and reduction of risks

- We provide sufficient training and supervision to enable people to take care of their responsibility with health and safety
- We promote health and safety where possible also outside workplace
- Working intoxicated is not accepted

2.4 Leadership and continuous learning

Our leadership and daily management ensures that employees can do their best at work. Our working culture support our employees feel empowered to create, strengthen and acquire competence and transfer it in the company. Our working conditions encourage every one of us to take personal responsibility, to perform successfully, and to continuously develop ourselves both personally and professionally. Utilizing competences and working as a team are the key to our success.

Our principles

- We offer opportunities that help employees to evolve
- We want to excel in target setting, conducting performance dialogue, and following it up
- We recognize that we are all responsible individually to keep learning and developing our skills
- Our managers ensure that each person in their team understands our strategy and the targets it sets for each of them specifically
- Managers will coach employees and review the individual progress through open dialogue
- We are open-minded, encourage new ideas and learning from each other and promote teamwork

2.5 Business documentation and information

Our business documentation is accurate and complete regardless of their type. Integrity and accuracy of our business documentation is of the highest importance. We always protect personal and business critical information by the laws and regulations and by our internal instructions.

Aidon image as a trustworthy partner and supplier is determined by the responsible way of our operation: how do we safeguard information security in our job. We will ensure that every individual within scope understands their responsibilities to preserve the security, reliability, integrity, and availability of information.

Our principles

- We fulfil all applicable legal requirements and industry standards throughout our business in managing and keeping accurate business documentation
- Financial reports are prepared truthfully and in timely manner and we ensure business records' accuracy
- We ensure that also the non-financial information we give is reliable and given when needed to those who need it
- Everybody has a responsibility to act according to our Information security policies and instructions
- Aidon comply to GDPR and local regulation relating to personal data privacy
- Up-to-date business information with its impact to everyone's daily work is shared to everyone

2.6 Communication

Communication is an integral part of our business, increasing engagement within our company, in building a strong brand, and in managing our reputation to help us achieve our goals.

Our principles

- Our communication reflects our core values (Customer Value, Openness, Keep Promises, and Ambitious Targets) and help to build trust with all those parties we interact with

- The information we give is accurate and not misleading
- We apply all internal policies and instructions relating to information confidentiality
- We keep our stakeholders and customers well informed in timely manner and assist them in understanding our business developments
- We share information and best practices openly throughout Aidon and provide feedback and promote transparency to help our organization to learn and develop
- We communicate only by our designated spokespersons on behalf of our company to external parties, e.g. authorities, other public bodies, media, analysts, and investors

2.7 Assets

We protect our company's tangible and intangible assets such as products, personal equipment, trademarks, trade secrets, and information. Any deliberate act to misuse company of property or money by deception or other unfair means constitutes a fraud and will not be tolerated.

Our principles

- We are aware of our company's assets and seek to protect them from damage, loss, and criminal acts
- We comply with the rules and regulations set to safeguard and protect our assets
- Unless authorized by appropriate party we will only use company assets for business purposes
- We will never use company assets for personal gain or illegalities

3 At the Market

3.1 Laws and Regulations

We operate all times by laws, rules, and regulations.

Our principles

- We respect competition laws in all the markets we are active in
- We comply with all import and export laws and regulations to ensure responsible trade
- We comply with all our social and legal obligations to pay the amount of tax required of us by each country we operate in

3.2 Bribery and Corruption

We have zero tolerance for bribery and corruption.

Our principles

- Any forms of bribery and corruption are not tolerated and we follow Aidon Anti-corruption policy
- We do not, directly or through third parties, pay or offer to pay bribes
- We do not offer or accept gifts that improperly influence our business decisions or those of our partners
- We avoid conflict of interests, are open and disclose any potential conflict of interest
- We protect ourselves against fraud, involvement in money laundering, and other form of illegal acts
- We always conduct our business decisions according to the best interest of our company

3.3 Quality

We are committed to quality. Quality means conforming to requirements set for every aspect of our products and services. We aim to deliver what is expected of us at the right time and to a right recipient.

Our principles

- Our understanding of our customers and their needs is the focus of our efforts and activities, and we are committed to always deliver the good quality
- Our products and services meet or exceed our customers' expectations
- For us the quality leadership, reliability, and sustainability are key components for achieving complete customer satisfaction
- To ensure quality excellence we aim for zero defects.
- Each of us at Aidon is responsible for understanding our quality policies, standard operating procedures, and key performance indicators and for supporting our business needs and strengthening our customer focus
- We listen to our customers, both internal and external, to understand their needs and challenges before agreeing on requirements
- We provide sufficient competence to everyone at Aidon and ensure we are all fully qualified for our jobs

3.4 Suppliers

Our suppliers are all those parties that deliver goods or services to Aidon. We treat our suppliers as our business partners.

Our principles

- We take responsibility for our suppliers and expect them to behave ethically and with integrity and honesty as we do towards them
- Throughout our operations we are committed to the fundamental principles on human rights, labour rights, the environment, and the fight against corruption
- We expect our suppliers comply with our Supplier Code of Conduct

4 In the Society

4.1 Environment

We operate our business and provide our products and services in a manner that minimizes environmental impact and contributes to a more sustainable future. We have [Sustainability strategy and policy](#) to ensure continuous improvement on this area.

Our principles

- We work actively to improve our environmental performance and do our utmost to influence the performance of our suppliers and customers
- We take positive, preventive action if we identify a potential that our activities may harm the environment

4.2 Community

We are active members of the communities we operate in and participate in activities supporting the community's well-being and economic growth.

Our principles

- We contribute towards positive development of the communities in which we operate
- We view our investments into our communities as important factor in recruiting, retaining, engaging, and developing our people, strengthening our competitiveness and innovation capability and in enhancing our reputation as a company
- We encourage community investment activities that support our strategy, vision, and values

4.3 Public actors

We handle public affairs such as government and their agencies with integrity.

Our principles

- Our company is politically neutral
- We engage in public policy issues vital to our success and related to our business
- Our employees, as private citizens and in their time outside working, are free to participate in public matters and political life
- Aidon will not contribute directly or indirectly to any candidate for public office, political parties, or other political organizations except through industry organizations

5 Accountability and communication

5.1 Accountability

All our employees and external personnel working under our supervision have accountability to act according to our code of conduct. As a mandatory part of our onboarding process, all complete a Code of Conduct e-learning course, and completion of the training is monitored annually. The training will be re-implemented regularly, and employees can always review the code of conduct when needed. The code of conduct is available as a document in Aidon intranet and as an e-learning material.

All misconducts are processed by law and by Aidon policies with appropriate stakeholders. Consequences for misconduct are tied to the severity of the breach, and will lead to appropriate actions, up to and including termination of employment.

Ask yourself

- Is this according to the legislation?
- Is this in according our values, our Code of Conduct, and our other guidelines?
- Do I, and others, feel that this action is right?
- Is it acceptable afterwards as well?

If you feel uncertain about anything, ask for advice, or speak up!

5.2 Speak Up!

If faced with a situation you feel is in violation of our Code of Conduct, our policies, or law; speak up and bring your concern to the company's attention. Speak to your manager, member of the Management Team or HR. If you bring up your concerns in good faith you can rest assured that you will not be blamed or criticized. Your privacy and integrity are of the greatest importance and will be safeguarded.

Aidon has implemented a Whistleblowing channel which enables alerting the company about suspicions of misconduct in confidence. It is an important tool for reducing risks and

maintaining trust in our operations by enabling us to detect and act on possible misconduct at an early stage.

Whistleblowing can be done by any person openly or anonymously. Guidelines for the Whistleblowing system can be found in [Aidon Whistleblowing guidelines](#).

Whistleblowing channel is located: <https://report.whistleb.com/en/aidon>.

5.3 Monitoring and communication

This Code is approved by the CEO of Aidon Oy and is reviewed annually and revised when necessary. The CEO is responsible for updates.

The Code of Conduct is communicated and available at Aidon intranet and Aidon global web pages.