

# Code of Conduct for ZeroMission

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## Contents

1. Intro to the Code of Conduct.....	2
2. Our Core Values in Action .....	2
3. Standards of Conduct .....	2
3.1 Workplace Behavior .....	2
3.2 Diversity, Inclusion and Equality .....	3
3.3 Integrity .....	3
3.4 Anti-Corruption.....	4
3.5 Gifts and Entertainment .....	4
3.6 Environmental Responsibility.....	4
3.7 Human Rights and Anti-Slavery .....	5
4. Reporting and Compliance .....	5
4.1 Raising Concerns .....	5
4.2 Whistleblowing Function .....	5
3.3 Follow-Up and Accountability .....	6
5. Commitment to Our Mission.....	6

## 1. Intro to the Code of Conduct

At ZeroMission, our mission to combat climate change and foster sustainability is guided by our core values: **Lärande & kunniga (Learning & Knowledgeable)**, **Modiga & innovativa (Courageous & Innovative)**, and **Hjälpsamma & positiva (Helpful & Positive)**. This Code of Conduct serves as a framework for how we work, interact, and achieve our goals while upholding ethical and professional standards.

## 2. Our Core Values in Action

### Learning & Knowledgeable (Lärande & kunniga)

- ZM commits to being a learning organization, staying informed by the latest science and research, and applying it to benefit our customers.
- ZM welcomes and structurally takes in feedback from colleagues, customers, and stakeholders to continuously improve our practices.
- ZM strives to share our expertise and knowledge with society, customers, partners, and stakeholders to benefit our values and create benefit for the planet.

### Courageous & Innovative (Modiga & innovativa)

- ZM believes experimentation and innovation are critical to driving climate action.
- ZM is not afraid to make mistakes and learn from them.
- ZM values bold ideas and encourages collaboration and initiatives that places the needs of the environment above individual interests.
- Our courage inspires us to act decisively, even when faced with uncertainty.

### Helpful & Positive (Hjälpsamma & positiva)

- ZM prioritizes openness, generosity, and positivity in all our interactions.
- Our team works together to support each other, our customers, and society.
- ZM aims to create a workplace where everyone feels valued, respected, and motivated to contribute.

## 3. Standards of Conduct

### 3.1 Workplace Behavior

- Foster an inclusive and respectful workplace where discrimination, harassment, or bullying have no place. Everyone has the right to be themselves and we make an extra effort to help and support each other.

- Uphold a safe and healthy work environment.
- Strive for a work-life balance that supports both personal well-being and professional growth. ZeroMission allows employees to have influence over their working hours so that the puzzle of life fits together more easily.
- ZM strives to make everyone's voice heard, such as at meetings.

### 3.2 Diversity, Inclusion and Equality

Every person - regardless of age, gender, sexual orientation, ethnic/cultural origin, religion, or physical and mental disabilities – has equal value and everyone shall have the same opportunities to develop according to their own conditions.

- ZM values and promotes equality and diversity in the workplace.
- ZM provides equal opportunities for all employees, regardless of age, gender, ethnicity, religion, sexual orientation, or ability.
- ZM looks positively on and encourages employees to take parental leave and care for sick children.
- ZM complies with the Discrimination Act and corrects any pay differences that may have arisen based on gender, ethnicity, religion or other factors.
- ZM has zero tolerance for discrimination and harassment. All incidents should be reported immediately to your closest manager or the CEO and will be addressed swiftly. If the independence from the manager or CEO can be questioned the report can be made to any member of the board or through the whistleblowing function.
- ZM strives to have gender-equal management.

### 3.3 Integrity

Integrity and Privacy is important for ZeroMission. To run our business, we need to process personal data. ZeroMission handles personal data in accordance with current legislation and with reference to the General Data Protection Regulation (GDPR), which came into force on May 25, 2018.

- ZM does not save any data that is not needed for the ongoing business and that the person concerned has not given consent to.
- ZM never shares personal data with third parties without the consent of the person concerned (unless we are required by law or court order to do so).
- Persons in ZeroMission's register have the right to ask us to account for and/or delete any information we have stored about the person in question at any time.

## Privacy and Information Handling

- Personal and business data must be handled in compliance with GDPR and company policies.
- Employees must safeguard confidentiality and ensure data is only used for its intended purpose.

## 3.4 Anti-Corruption

ZeroMission recognises that corruption has an adverse effect on communities and individuals, given that it threatens the law, democratic development and human rights and freedoms. ZeroMission takes an active standpoint against all forms of corruption in all markets where we operate.

- ZM enforces a zero-tolerance approach to bribery, corruption, and other unethical practices, including extortion, bribery, nepotism, fraud and money laundering.
- Employees must report any suspected unethical behavior to their manager or through our whistleblowing system, which ensures anonymity and protection from retaliation.

## 3.5 Gifts and Entertainment

- Employees must not give, offer, or accept any gifts or entertainment that could influence—or appear to influence—business decisions.
- Small, reasonable tokens of appreciation may be acceptable, provided they are declared and approved by management.
- Any uncertainties regarding gifts or entertainment should be discussed with your manager.

## 3.6 Environmental Responsibility

Environmental and sustainable responsibility is key for ZeroMission and influence all our work. ZeroMission strives to lead and inspire others and helps companies to take a holistic approach to their climate and sustainability work.

- ZM is committed to reducing our environmental footprint and advocating for sustainable practices in all operations.
- Employees are encouraged to take initiative in identifying and implementing environmentally friendly solutions.
- For all purchasing of goods and services on behalf of ZeroMission, material- and energy efficiency as well as circularity is a priority.
  - All products shall be purchased second hand, if possible.

- All products shall have sustainable labeling, if possible.
- All the food we eat shall always be vegetarian or plant-based and if possible be ecological and locally produced.
- Online meetings should always be the first option to avoid unnecessary traveling. For all work-related travel, ZeroMission strives to select the most sustainable option with the least impact on the climate or the environment and with the least negative social impact.
  - Trips within Sweden are never by airplane.
  - If relevant work tasks can be conducted during the trip ZeroMission encourage employees to travel by train also for international trips.
  - If we rent cars, we strive to rent vehicles that are not driven by fossil fuels.
  - ZM strives to select suppliers (eg. taxi or hotels) that have a clear sustainability policy that includes social responsibility.

### 3.7 Human Rights and Anti-Slavery

Human rights are essential for our core values at ZeroMission, and we acknowledge that modern slavery is a crime and a violation of fundamental human rights.

- ZM defends and upholds human rights and has a zero-tolerance approach to modern slavery. ZeroMission strives to ensure that no form of modern slavery occurs in any of our operations, supply chains, or clients.
- ZM works ethically with clients, suppliers, and partners who share our commitment to fairness and transparency.

## 4. Reporting and Compliance

### 4.1 Raising Concerns

Employees and stakeholders are encouraged to raise concerns regarding violations of this Code through:

- Internal reporting mechanisms, including the whistleblowing system.
- Communication with supervisors or compliance officers.

### 4.2 Whistleblowing Function

ZeroMission is committed to fostering a culture of openness and accountability. To that end ZeroMission has enforced a whistleblowing function, that ensures:

- **Reporting Concerns:** Employees and external stakeholders are encouraged to report any misconduct or unethical behavior through our whistleblowing system.

- **Anonymity:** Reports can be made anonymously and will be handled confidentially.
- **Protection:** Whistleblowers are protected from retaliation, including changes to their employment conditions or other adverse actions.
- **Process:** Reports should be made to the Chair of the Board Erik Feldt [erik.feldt@foreversustainable.se](mailto:erik.feldt@foreversustainable.se). If the Chair's independence is questioned, reports can be directed to an external auditor and sent to "Erik Emilsson" [erik.emilsson@revideco.se](mailto:erik.emilsson@revideco.se) or Pernilla Lundin [pernilla.lundin@revideco.se](mailto:pernilla.lundin@revideco.se).

### 3.3 Follow-Up and Accountability

- All reported issues will be investigated promptly and fairly.
- Disciplinary action will be taken against violations, ranging from warnings to termination, depending on the severity of the breach.
- ZM continuously work to develop and improve our business and our processes and are highly committed to follow the ISO 9001 and ISO14001 standards for quality and sustainability.

## 5. Commitment to Our Mission

This Code of Conduct reflects ZeroMission's dedication to learning, courage, and positivity. By adhering to these principles, we collectively contribute to our shared vision of a more sustainable future.