

# Our Corporate Commitment

## Safety and Quality Policy

The Safety and Quality Policy established by European Maintenance Service AB (EMS) are based on the following:

- Safety first at all times and are not to be questioned by any commercial obligations.
- It is all personnel's obligation to report maintenance errors and all matters which could endanger flight and personnel safety. All reports are to be handled with highest discretion and in a just culture.
- Routines, activities, training and resources are to apply to the Human Factor Principle in order to direct the Maintenance Organization (MO) activities towards the desired Quality and Safety standards.
- It is all personnel's own responsibility to comply with by the MO established procedures, safety and quality standards including any applicable regulations.
- It is all personnel's obligation to support and cooperate with quality auditors nominated by the MO and the competent authorities granting the approval.

It is the obligation of all personnel to fulfil their duties and to comply with the statement above.

Furthermore, all personnel must assist the MO in their work to improve the routines, procedures and standards established by the MO.

## Work environment policy

The effort to improve the work environment at the company is a common interest shared by employee and employer. It is carried out in cooperation and mutual agreement between concerned parties, so that the work environment for each operation is continually developed and improved.

The group's different operations should be perceived as attractive workplaces with good working environments, where the goal is to create physically, mentally and socially healthy workplaces for all employees.

We achieve this by working systematically with the work environment (SAM) and fire safety (BSA) and it is carried out in close collaboration between management, employees, safety representatives and occupational health care.

The wellness allowance is a support for a more active leisure time, which is an important part of the efforts to improve the work environment and create conditions for each employee to take responsibility for their own health. Integrating health and safety into everything we do create a long-term sustainable organization.

## Equal treatment policy

All employees shall be treated equally with regard to employment, development and promotion. All employees must treat each other with respect and treat others with respect and not subject anyone to abusive discrimination or otherwise exploit others.

Every employee shall be respected as the individual he or she is and shall not have to endure any negative treatment due to gender, transgender identity or expression, ethnicity, religion or other belief, disability, sexual orientation or age. In connection with recruitment, we must take into account the gender equality goals.

## Alcohol and drug policy

Alcohol and drugs is not tolerated in the workplace. No one should be exposed to the risks and problems that arise in connection with alcohol or drug use. We have zero tolerance and work for a completely drug-free and safe workplace where everyone are able to do their best.

“Drugs” refer to drug-classified preparations as well as the abuse of medicines or anabolic steroids without a doctor's prescription. All handling and consumption of drugs is criminal and will lead to a report to the police. As an employer, we have an obligation to prevent ill health and accidents at work, while we also want to counteract exclusion from working life.

The employee who wants to break an addiction, will be given support and help from the company. Colleagues, union representatives and safety representatives have an obligation to take the initiative and act if they suspect or discover abuse, alcohol or drug use, drug trafficking or possession.

Alcohol consumption in connection with representation, internally or externally, does not normally take place at the company's expense. If and when it happens, it must always be with good judgment.

## Environmental policy

Environmental considerations are one of the company's fundamental values and by integrating these aspects into all our decisions, we contribute to a long-term sustainable society. Environmental work must be characterized by a holistic view, upstream solutions, reduced environmental impact and continuous improvements.

This means that we continuously: comply with current legal requirements, consider the entire life cycle, actively reduce the environmental impact through the choice of suppliers and products. And that we continuously reduce our own environmental impact by minimizing the generation of waste and residual products such as chemicals, raw materials and components, and minimize non-business-critical travels.

We continuously monitor our environmental work to ensure that we comply with the applicable laws and regulations, and that we continuously protect the environment. Through this work, we build a strong corporate culture and a business that is competitive over time, which at the same time takes an active role in protecting the environment for future generations.

## Anti-corruption policy

The company does not tolerate corruption, i.e. that someone uses their own or the company's position to achieve an undue advantage on behalf of themselves, the company or someone else. It applies to all employees, board members and consultants in the group's various operations. It is expected that the company's business partners follow the same or similar principles in their respective operations.

The group does not accept bribes in any form regardless of circumstances. No one within the company may offer or receive anything that may entail personal or business benefits for the company, either in direct or indirect form through a third party.

Giving or receiving gifts is part of the business culture in many parts of the world and may, to a limited extent, be acceptable. Since it is difficult to determine exactly where the line goes between an acceptable gift, benefit or representation and a bribe, judgment, caution and moderation is paramount. It must be done openly and it must be objectively moderate. It must be in accordance with current legislation and good business practice and it must be done without undue conditions.

The professional judgment must never be influenced by self-interest. Personal involvement in business-related activities, that conflict with the company's interests, is not permitted. Sponsoring and/or donations are not normally made by the company and decisions regarding deviations from this rule are made by the CEO.