

# Our Way Of Working

Description of Vattenfall Services Nordic AB's Integrated Quality, Health and Safety, Environmental Management System SIKAM

2025



VATTENFALL

# Management and governance

## **Desired Position**

Sweden's safest workplace with the most committed employees, the most satisfied customers and the best profitability in the industry.

## **Mission**

By creating Sweden's safest workplace together, we deliver efficient service, maintenance and contracting services to our customers' energy and electricity facilities, which contributes to a sustainable society.

## **Organization**

Organizationally, we consist of company management, central support functions and three functional business units/profit units, Pipelines, Stations and Energy Services. The units themselves are divided into business areas and below that into departments. The business is geographically spread to suit customers and businesses.

## **Processes**

The business is conducted in documented processes for Governance, Sales, Implementation and Support functions.

The implementation processes describe working models for different types of assignments and projects.

The technical implementation is described in method descriptions.

# The management system (SIKAM)

Vattenfall Services Nordic AB has a management system, SIKAM, with the aim of ensuring a way of working that meets our stakeholders' and our own requirements for how our business is conducted and with what result. The management system covers the entire Vattenfall Services Nordic AB in Sweden through a multisite certification.

A web platform is used for publishing the management system that enables all employees, with access to a computer, to use all parts of the system.

To ensure the quality of the management of all documents in the management system and the company, a digital document management system is used.

The management system is certified according to ISO 9001, ISO 14001 and ISO 45001.



# Assignment/Project Management

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All our assignments/projects are supported by our Case Management Process/Project Process (depending on the scope of the work) and our Case Management System.

The purpose of the processes is to ensure an efficient and secure case flow. For the execution, all necessary information is gathered in the case, including templates and forms.

Each assignment/project includes conducting a risk analysis and in assignments/projects, an HSSEQ Plan (Common Health and Safety, Security, Environment, and Quality Plan) is drawn up where the requirement to draw up plans exists, as well as self-monitoring at the end of the assignment. The documentation is documented as part of the reifying documents for each assignment and is reported to the client if necessary.

Self-inspections are carried out in order to ensure the implementation of the project so that the customer's requirements for quality and the environment are met, and that work environment risks are prevented. The results are reported to the customer's contact person. The project manager is responsible for ensuring that the checks are carried out.

Compliance with laws and other requirements is evaluated during the implementation of the project and in connection with the completion of the project.

# Improvement work, Objectives and follow-up

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## Objectives

Every year, goals are set for the different parts of the business plan process. These are continuously followed up during monthly and quarterly reviews. Important goals in the areas of Quality, Environment and Work Environment are a zero vision for personal injuries, zero vision for emissions from the handling of chemicals, reduced carbon dioxide emissions, increased degree of recycling of materials, goals regarding customer satisfaction and efficiency goals.

## Deviation Management and Continuous Improvement

The foundation of the company's improvement work is effective deviation management and the employees' suggestions for improvements in the business. Deviation reporting exposes deficiencies that can be corrected and thus prevent recurrence. This means a streamlining of the work process and reduces the risk of accidents and incidents.

The employee can report deviations digitally via the system support ENIA. The line manager is responsible for ensuring that procedures are followed and that there is right conditions for reporting deviations and that relevant measures are taken.

## Audits

The management system is certified by an external auditor. We also conduct internal audits of the management system for compliance and performance.