

Business policy

Bilaga VS-PO-00001-2

Konfidentialitetsklass: C1 - Public

Utgåva nr 1, giltig fr.o.m. 2025-07-04

The CEO is responsible for this policy and compliance with it.

Vattenfall Services' business idea is 'By creating Sweden's safest workplace together, we deliver efficient services in service, maintenance, and contracting to our customers' energy and electrical facilities, which contributes to a sustainable society”.

Our actions should provide conditions for positive business development, strengthened competitiveness, minimization of ecological footprints, and a safe, healthy, and stimulating work environment for all employees. Together, we build the company that creates the most value in our sector.

Through active collaboration with our internal organization and other stakeholders, we create knowledge, engagement, and continuous improvements. Our ambition is to fulfill our business idea and to be a good example in the markets where we operate, as well as to:

- No one should be injured or become ill due to their work
- Always do our best for a good external environment and efficient use of resources
- Always live up to our customers' expectations of the right quality
- Prevent criminal acts with measures that protect employees, subcontractors/consultants, property, and the company's trust
- Work systematically to prevent fires from occurring

Our approach is clarified, among other things, by:

- Personal safety is always the most important matter in all parts of our operations. Our employees and subcontractors/consultants should always come home safely and in good health, to their loved ones after a workday.
- We assess the effects of new operations and customer commitments in advance also identify and use tailored and effective solutions to reduce negative impacts on people and the environment.
- Our work climate is characterized by active, open, and positive employee engagement where everyone actively chooses to care for themselves and others. We are each other's work environment. Actively support each other, ask questions, and speak up when something seems wrong. Request a time-out, temporarily stop work if you believe something is unsafe, unhealthy, or poses an imminent danger to nature and the environment.
- We comply with applicable laws as well as our customers' and our own requirements. We also demand this from our suppliers.
- Every employee has the right competence and takes responsibility for the quality of their work.