



Electrolux Professional Group

Group Directive

Directive Holder
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Group Workplace Directive

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WORKPLACE DIRECTIVE

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1. Purpose

This Group Directive describes minimum requirements for environmental and working conditions for Electrolux Professional and suppliers of purchased material (direct and indirect), finished goods and services.

2. Electrolux Professional Group Commitment

The Group Workplace Policy state:

Electrolux Professional is dedicated to being a responsible employer and a good corporate citizen, with products and solutions that contribute to improving people's lives around the world. All our activities – including the sourcing, manufacturing, distribution and sale of products – must be conducted with respect and consideration for human rights, for human safety and health, and for the environment.

This commitment includes the respect and support of labor rights as set out by the ILO Declaration on Fundamental Principles and Rights at Work, as well as the respect and support of broader human rights covered by the International Bill of Human Rights.

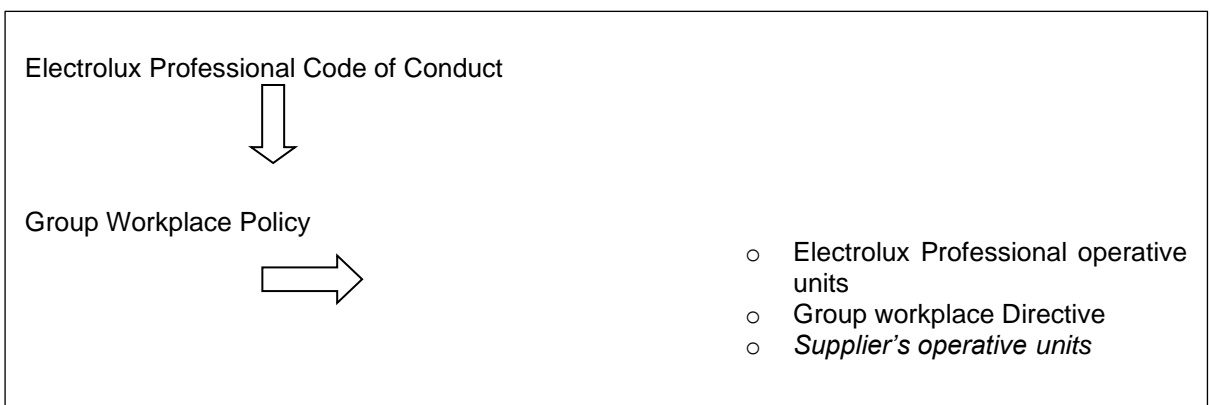
We strive for continuous improvement with sustainability as a core focus in all our operations.

3. Scope of application and implementation of this directive

3.1. About this Directive

Electrolux Professional has a long tradition of providing safe and healthy working conditions, and caring for the environment as well as our own employees and people around us.

An important fundament for these efforts is the Group Workplace Policy. It defines minimum acceptable standards for health and safety, environment, labor and human rights – in all countries, wherever we operate.



Group Workplace Policy and Group Workplace Directive (see Figure 1).



The Group Workplace Policy (hereinafter referred to as “the Policy”), and the Group Workplace Directive (hereinafter referred to as “the Directive”) reflect our ambition to be a good corporate citizen, and address expectations of our stakeholders.

The Directive is divided into sections based on the requirements in the Policy. Each section includes the Workplace requirements alongside explanatory definitions and the detailed requirements necessary in order to fulfill the Policy and Standard. The Directive also includes “Good management practices”, to inspire practices which go beyond the mandatory requirements. All operational units are strongly encouraged to incorporate these recommendations into their operations.

The Directive is regularly reviewed and updated to reflect our experience and information regarding compliance.

Comments on this document or questions with regards to the Directive, Policy to Electrolux Sustainability function should be sent to (sustainability@electroluxprofessional.com).

3.2. Scope

Workplace requirements

The Policy is applicable to all locations and units within Electrolux Professional.

The Group Workplace Directive is applicable to all suppliers and operational units within Electrolux Professional.

This Directive applies to both Electrolux Professional and suppliers’ operational units.

Electrolux Professional operational units are free to introduce and enforce stricter standards than required in this Policy and the Directive.

A supplier’s own Standard or Code may take the place of the Group Workplace Policy/Directive, as long as it corresponds fully with the requirement of this Directive.

4. Definitions

The term “*operational unit*” refers to all types of operations in Electrolux Professional (e.g. factories, warehouses and offices) as well as corresponding operations of suppliers.

The term “*site*” refers to a physical location with one or more operations.

The terms “*workers*” and “*employees*” include permanently employed workers as well as on-site temporary, piece-rate and contracted workers, trainees and workers on trial or probation.

The term “*management*” refers to the management of each operational unit.

Note

Implementing the requirements in this document does not relieve the Electrolux Professional operational unit or the supplier from analyzing workplace-related risks that it might face. This may require the adoption and implementation of additional policies and procedures.



5. Expectations on employees and other representatives

5.1. Accountability

Workplace requirements

It is the responsibility of the management to implement and ensure compliance with the Policy or the Standard. This responsibility includes regular education of employees. Employees are responsible for acting in accordance with the Policy.

Employees are encouraged and expected to report incidents of non-compliance. There will be no retaliation or other negative consequences for reporting on such incidents.

Electrolux Professional employees and managers who violate the Policy may be subject to disciplinary action, up to and including dismissal, depending on the facts and circumstances.

5.1.1. Detailed requirements

General

- Management is responsible for informing employees of their rights, duties and responsibilities under this Directive.
- The operational unit shall assign one or more persons responsible for supporting the implementation of the Policy and Directive, within their areas of expertise – Human Resources, Occupational Health and Safety, Environmental Management, etc. One person shall be appointed for overseeing the Policy and Directive compliance of the operational unit.
- The operational unit shall permanently post the Policy and/or Directive in a location where all employees have access.
- The operational unit shall regularly communicate the Policy to all employees, including temporary workforce and workers employed through staff agencies, see note 1.1.
- The operational unit shall display and communicate the Policy in languages understood by all workers. In cases of workers with special needs (e.g. illiteracy, disability), the Policy must be communicated in an alternative way.

Reporting

- The operational unit shall have a formalized procedure in place for employees wishing to report in strictest confidence allegations of non-compliance with the Policy to an appropriate manager or function. The procedure shall be communicated to all employees.
- The procedure must allow for the opportunity to raise anonymous complaints, where legally permitted. The operational unit shall ensure that there will be no retaliation or negative consequences for employees reporting allegations of non-compliance with the Policy in good faith.

Good Management Practices

- The management of Workplace related issues is a recurring agenda item in operational unit management meetings.
- The operational unit maintains standard operating procedures which include regular reminders about Workplace related topics.
- The operational unit has established a formal communication system, such as a workers' grievance committee or a whistle blower system, where employees can raise issues of concern.
- The operational unit introduces and enforces more stringent standards than required in the Group Workplace Policy.



Note 1.1: Examples of methods of communication

- Post the Policy on notice board in workshop and/or office.
- Discuss the Policy in staff meetings.
- Include the Policy in induction programs for new employees.
- Include the Policy in employee training programs.
- Post the Policy on the Intranet for easy access.
- Distribute printed booklets containing the Policy and the Directive.
- Require employees sign off for acknowledgement.

5.2. Laws and regulations

Workplace requirements

All of Electrolux Professionals operational units and suppliers shall operate in full compliance with relevant laws and regulations applicable to their operations and employment in the countries in which they operate.

5.2.1. Detailed requirements

General

- The operational unit shall comply with all applicable laws, regulations and collective agreements with unions in the country in which it operates. In cases where Policy requirements are more stringent than local regulation, the operational unit shall comply with the Policy.
- The operational unit shall have documentation of updated and applicable laws and regulations readily on-hand, and in the languages required.
- The operational unit shall have a procedure in place to ensure the operational unit is continuously updated on applicable laws and regulations. New or revised laws shall be communicated to relevant employees when needed.

Reporting

- If any provision of the Electrolux Professional Group Policy/Directive is in violation of national or local laws, the law shall supersede the Policy. The operational unit shall notify Electrolux Sustainability function (sustainability@electroluxprofessional.com) about such a conflict, without delay.

5.3. Suppliers

Workplace requirements

All suppliers shall agree to comply with the Group Workplace Directive. It is the responsibility of the supplier to require that their suppliers comply with the provisions in the Directive. On request, the Electrolux Professional supplier shall be able to inform Electrolux Professional which suppliers they use, and demonstrate that these have received and understood the provisions in the Group Workplace Directive.

Suppliers will ensure that the sourcing of materials in products, parts or components supplied to Electrolux Professional does not directly or indirectly contribute to human right abuses in conflict-affected and high-risk areas.



5.3.1. Definitions

The term “*supplier*” includes, but is not limited to:

- First tier supplier: Providing the Electrolux Professional operational unit with raw materials, goods, products or services. This category also includes Electrolux Professional suppliers of finished goods (so called OEM or ODM suppliers).
- Sub-supplier: Supplier providing the first-tier suppliers with goods or services.
- Subcontractor: A supplier used by the operational unit for a specific production process, partial production of finished goods or as a means of increasing production capacity. The subcontractor could be both on and off-site (most common).
- On-site service provider: Supplier providing services on the operational unit including but not limited to canteen services, maintenance work, construction, refurbishment or gardening (i.e. outside core production process). Please note difference from subcontractor.
- Staff agency/contractor: An employment agency or other company providing staff involved in on-site core production. Please note differentiation from on-site service provider.
- Headhunter/recruitment agency: A supplier providing the operational unit with recruitment services.

Conflict minerals and Substance of concern: Presently, the minerals columbite-tantalite, cassiterite, wolframite and gold ores, and their derivatives tantalum, tin, tungsten and gold, also known as 3TG minerals, are all considered to be conflict minerals. In conjunction to this Electrolux Professional has also identified cobalt as a substance of concern. Applicable national regulation and international frameworks must be considered.

Conflict-affected and high-risk areas: Presently includes the Democratic Republic of the Congo and adjoining countries as outlined in Section 1502 of the Dodd Frank Act, and the current indicative, non-exhaustive list of conflict-affected and high-risk areas under Regulation (EU) 2017/821, available here: <https://www.cahrastlist.net/cahras>. Applicable national regulation and international frameworks must be considered.

5.3.2. Detailed requirements

General

- The requirements of the Directive encompass all categories of employees (please see section 5. Definitions).
- Upon request, the operative unit shall provide Electrolux Professional with their list of suppliers.
- The operational unit shall prevent all at-home manufacturing by employees or subcontractors.

Requirements on Electrolux Professional operational units

- Purchasing management, with support and guidance from the Sustainability function, is responsible of monitoring compliance to Directive clauses for all suppliers.
- Directive clauses must be integrated into business agreements and contracts, and the requirements in this Directive must be communicated to service providers, subcontractors, staff agencies/contractors and headhunters/recruitment agencies.

Requirements on suppliers

- The operational unit shall communicate Directive to all types of suppliers involved in production of Electrolux Professional products, including on-site service providers.
- The operational unit shall take appropriate measures to obtain written acknowledgement where suppliers accept the requirements of the Directive. This could be through a separate



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declaration of compliance, and/or as a part of a signed purchasing contract or other formal document outlining the business relationship with the operational unit.

- The operational unit is required to completely declare all production locations of parts, products and services provided to Electrolux Professional, as well as subcontracting.
- Corrective action agreed with Electrolux Professional or required by local authorities shall be documented and completed within the set time frame.

Responsible recruitment

- The supplier/Electrolux Professional unit shall have a written routine related to recruitment, including rules regarding: age verification, the screening and selection of candidates and the use of all labor recruiters.
- The supplier/Electrolux Professional unit shall ensure that recruitment fees are not paid by workers at any point in the recruitment process, including recruitment within countries as well as across borders.
- The supplier shall be ready to provide Electrolux Professional with documentation demonstrating the supplier's recruitment process and its control mechanisms. (please see Section 6.6. Forced labor)

Business ethics

- Suppliers must maintain integrity, transparency and accuracy in all records of matters relating to their business with Electrolux Professional.
- Suppliers shall not attempt to unduly influence an Electrolux Professional associate, agent, or representative, or enter into any relationship that could create a conflict of interest for the representative.
- If suppliers have access to Electrolux Professional confidential (non-public) information, this information should be held in the strictest confidence.

Sourcing of conflict minerals and cobalt

- Suppliers are expected to ensure that the sourcing of conflict minerals and cobalt in products, parts and components supplied to Electrolux Professional does not directly or indirectly finance or benefit perpetrators of human rights abuses in conflict-affected or high-risk areas.
- Suppliers shall have in place policies and management systems, consistent with the *OECD Due Diligence Guidance for Responsible Supply Chains of Minerals from Conflict-Affected and High-Risk Areas* that are designed to accomplish the above.

Reporting

- Suppliers are expected to promptly inform Electrolux Professional of suspected violations of the Directive at sustainability@electroluxprofessional.com.
- If a supplier's or its subcontractor's manufacturing site is changed or moved, the relevant Electrolux Professional representative shall be informed ahead of the change by the supplier.
- Suppliers providing Electrolux Professional with products, parts or components containing tantalum, tin, tungsten, gold, cobalt or other minerals sources from conflict affected or high-risk areas are required to report the presence and the origin of these substances to Electrolux Professional, upon request. Including information on smelters according to Conflict Minerals Reporting Template (RMI_CMRT) and Extended Reporting Template (RMI_EMRT) by Responsible Minerals Initiative.
- Involvement of any prison labor in the production of Electrolux Professional products, parts or components must be reported to and approved by Electrolux Professional.



Good Management Practices

- The supplier has procedures in place for monitoring its suppliers' compliance with the Directive.
- Supplier monitoring activities are documented and available to Electrolux Professional upon request.
- The Directive and its implementation is an integral part of the agenda when meeting with suppliers or when providing supplier training.
- Regular audits are conducted by the operational unit to ensure the supplier's adherence to the Directive.
- Clear contractual penalties are in place Directive violations by the supplier.

5.4. Corruption, bribery and business ethics

Workplace Requirements

Electrolux Professional does not tolerate corruption, bribery or unethical business practices in any form. All Electrolux Professional operational units and suppliers, and their employees, shall refrain from offering, giving, demanding or receiving bribes or any other improper benefits.

5.4.1. Detailed requirements

General

- The operational unit shall have appropriate measures in place to prevent and detect corruption. This shall include, but not be limited to:
 - a policy commitment¹.
 - communication and training.
 - a formal procedure for employees to confidentially report suspected misconduct.

5.5. Child labor

Workplace requirements

Child labor is not tolerated in any form. Unless local law stipulates a higher age limit, no person younger than the age for completing compulsory education or younger than 15 shall be employed. For authorized minors, management is responsible for providing age-appropriate working conditions, hours of work and wage, in compliance with applicable local law.

If a child is found working at a site where Electrolux Professional products or components are produced, all actions taken must be in the best interest of the child, and all remediating actions must be taken to maintain or improve the child's social situation.

5.5.1. Definitions

Child labor is defined as work performed by a person younger than the age for completing compulsory education or younger than 15 years of age, whichever is the highest.

Authorized minors are legal young workers above the minimum age, yet under the age of 18. This group of workers is also often referred to as *juvenile* or *young* workers. Special protection measures must be in place to protect these workers (see below under "requirements").

¹ For Electrolux Professional units, the Group Policy on Anti-corruption constitutes such commitment.



5.5.2. Detailed requirements

General

- The operational unit shall take all reasonable measures to ensure that no child labor occurs.

Verification and documentation of age

- At the time of hiring, the operational unit shall require formal identification and age documentation for all workers.
- The operational unit shall keep a copy of age documentation for all employees. **Note:** the operational unit cannot keep the original but has to make a copy.
- Documents confirming workers age shall be available.

Authorized minors

- The provisions in this section shall not be applied in a way that leads to discrimination of authorized minors in the recruitment process, but on the contrary work opportunities for young workers shall be identified and promoted.
- Authorized minors do not perform hazardous work or night work.
- Active involvement by management is required for defining acceptable types of work, working conditions, hours of work and wages appropriate for the worker's age and abilities.
- The operational unit shall take all necessary precautions to ensure that workers under the age of 18 are protected from working conditions with the potential to endanger their health, safety or welfare.
- The operational unit must comply with all regulations and requirements of apprentice or vocational education programs. The operational unit must be able to verify that these are legally-recognized programs and upon request present the legal rules and restrictions connected to these programs.
- Informal arrangements, which result in school-aged children working at the operational unit prior to reaching the age for completing compulsory education, are not acceptable.

Reporting and intervention measures in cases of child labor

- If an occurrence of child labor is observed, the operational unit must contact Electrolux Professional (sustainability@electroluxprofessional.com) without delay.
- An action plan for the remediation of the child's situation must be defined immediately. Actions must serve to find a long-term and viable solution for the child, and must be approved by Electrolux Professional.
- The progress on the action plan should be continuously monitored by management, and reported back to Electrolux Professional. Until the remediation of the child's situation has been concluded, the operational unit and Electrolux Professional should remain in contact and cooperation.

Good Management Practices

- The operational unit shall contact the legal guardians (normally parents) before employing authorized minors.
- The operational unit maintains a list of authorized minors who are restricted to certain hours and work tasks due to their age.
- When employed at night, the operational unit ensures safe transportation for authorized minors and provides opportunities for adequate rest.
- In countries with risk for incidence of child labor, documented procedures for managing cases of child labor are recommended. These procedures should ensure immediate remediation, including removing the child from his or her position while arranging a sustainable solution, which benefits the child's development.



5.6. Forced labor

Workplace requirements

Forced, involuntary, or trafficked labor is not tolerated in any form. This includes indentured, bonded, and unapproved prison labor, and other forms of working against one's own will or choice.

5.6.1. Definitions

Trafficked labor: Workers that have been subjected to the use of force, fraud or coercion during any part of the onboarding process - recruitment, harboring or transportation

Prison labor: Work carried out by an intern in connection with a penal sentence.

Indentured labor: A person forced to work because of an agreement made by people in authority of the worker and without the worker's consent.

Bonded labor: A bonded laborer works, often for no or little compensation, to pay off a debt or advance payment owed to the employer.

Prisoner of conscience: Anyone imprisoned because of their race, religion, or political views.

5.6.2. Detailed requirements

- The operational unit is not permitted to use forced, bonded, indentured or trafficked labor or any other form of involuntary labor.
- Work carried out by prisoners of conscience, as well as unpaid or involuntary prison work is never acceptable.
- The unit does not force its employees to live in designated accommodation.
- The operational unit must not impose restrictions on employees leaving the housing facilities in their free time.
- The operational unit must not have workplace rules that unreasonably restrict the freedom of movement for employees.
- Gates must not be locked if the purpose is to stop workers from leaving the workplace.
- Security guards shall not stop employees from leaving the workplace.
- The operational unit shall not retain employees' original identification papers such as passports, birth certificates, work permits, residence permits, travel documents, or any other documents that might limit the worker's legal status/compliance, his/her freedom to travel or the ability to leave his/her job temporarily or permanently.
- The operational unit shall not charge any fees (e.g. recruitment fee or training fee) or require any kind of deposits from the employees (e.g. for work clothes or tools) with the purpose of preventing employees from leaving their employment.
- The operational unit may not charge payment, fines or make any other illegitimate salary deductions to workers who resign their employment, if nothing else is stipulated by law. Repayment agreements (on expenses like training, relocation, etc.) must be foreseeable, reasonable and limited in time.
- Loans to employees shall not exceed the equivalent of three months' salary if nothing else is stipulated by law.



5.7. Security arrangements

Workplace requirements

Security practices must at all times be performed in full respect of human rights and applicable legislation. The use of force must be avoided to the extent possible.

5.7.1. Detailed requirements

General

- In no case shall the use of force exceed what is strictly necessary. The use of force must be proportionate to the threat and appropriate to the situation.
- The operational unit must ensure that the security arrangements for its site do not impose risks of breaches of human rights.
- The operational unit shall have contractual agreements with security service providers. The contractual agreements shall include requirements that the providers exercise due diligence in selection of personnel and sub-contractors, and conduct recurring training of personnel.

Reporting

- The security provider shall have a formalized procedure in place for reporting any relevant security incidents to the operational unit.
- The security provider shall have a grievance procedure to address claims, brought by their employees or by third parties, alleging failure to respect the principles contained in this section.

5.8. Health and safety

Workplace requirements

All employees shall be provided with a safe and healthy working environment and, when applicable, safe and healthy residential facilities, with applicable local law as a minimum. The operational unit should take appropriate action to prevent and manage potential workplace accidents and illnesses.

5.8.1. Worker health and safety

Definitions

An *incident* is occurrence arising out of, or in the course of, work that could or does result in *injury and ill health*. (ISO 45001:2018)

An incident where injury and ill health occurs is referred to as an “accident”.

Personal Protective Equipment (PPE): All safety equipment designed and issued to help employees to protect themselves from hazards of their work environments. PPE includes fire retardant or chemical-proof clothing, gloves, hard hats, respirators, safety spectacles, noise protection, etc.

Detailed requirements

General

- The operational unit shall periodically identify and assess health and safety risks in the workplace, and remediate. This risk assessment shall take into account compliance with health and safety legislation, including inspection requirements by health, safety and labor



authorities (e.g. machine safety report, special machine operation permits, hygiene certificate and canteen worker health certificates). Risk assessments shall be:

- conducted prior to significant changes to the production, processes and buildings.
- conducted following cases of accidents or incidents.
- documented.

The risk assessments shall include all relevant health and safety risks, including possible emergency situations, workplace ergonomics and psycho-social risk factors.

Incidents and accidents

- Incidents and accidents shall be recorded. Appropriate corrective actions shall be identified and taken without delay in order to prevent future accidents and incidents.
- Where required by law, incident/accident reports shall be sent to the authorities. Correspondence with authorities shall be available to Electrolux Professional upon request.
- Suppliers shall make records of accidents, incidents and hours worked available to Electrolux Professional upon request.

Occupational health and safety committee

- The operational unit shall have an occupational health and safety committee in place, with responsibility for preventing accidents and incidents and improving health and safety conditions in the workplace.
- The Committee shall consist of both management and workers and it shall meet at least on a quarterly basis. It shall include representatives from all relevant management functions within the operational unit.
- The Committee shall identify in a written plan and follow-up how the operational unit is managing health and safety issues. The plan shall include roles and responsibilities of personnel and actions needed to improve health and safety in the workplace, with special attention paid to authorized minors, pregnant workers and workers with special needs.
- The Committee can be replaced by a similar process or routine that secures a dialogue between workers and management on improving health and safety standards in the workplace.
- The plan and results of Committee meetings shall be made available to all employees.

Health and safety training

- All employees shall be provided with regular education and training with regards to safety risks in their operating area including, but not limited to:
 - Emergency evacuation procedures.
 - Location and activation of emergency alarm.
 - General information about first aid actions (location of first aid kit, first aid trained persons, nurse stations, etc.).
 - Safety risks connected with the operational unit and their tasks.
 - Safety instructions.
 - Use of Personal Protective Equipment (PPE).
- All employees shall be given necessary and adequate safety training before operating machines and equipment that might be hazardous or before carrying out potentially hazardous tasks.
- The operational unit shall maintain a record of training content including dates and names of participants.

Safety devices for machinery

- The operational unit shall ensure that all machinery and other equipment used in production have the necessary and required safety devices (e.g. emergency stop buttons, two-hand grips, gates, safety fences, etc.). The adopted safety devices must comply with local laws and regulations.



- All machinery that poses a potential hazard due to moving parts, such as presses, and stamping and cutting machines, must be equipped with appropriate machine guards.
 - One or more of the following methods shall be used as primary safety control:
 - Fixed barrier guards.
 - Interlocked barrier guards.
 - Light curtains.
 - If the primary safety control does not eliminate the risk, the following methods must be used as secondary protection, but are not allowed to be used as primary protection:
 - Two-hand controls.
 - Safety mats.
 - On presses using two-hand controls, the two-hand controls must always be a secondary protection. They must be used in conjunction with light curtains or barrier guards.
 - On presses/equipment needing more people interacting with the die area, each of them must use a two-hand control as secondary protection.

Safety instructions

- Wherever there is potential risk for health or risk of injury, safety instructions and warning signs shall be clearly posted at designated work areas. They shall be clearly visible in close proximity to machines and other equipment and at entrances to such work areas, and written in the local language(s).
- The signs can either be described as figurative signs or described as written instructions or procedures understood by all workers. They shall also indicate the PPE to be used (e.g. symbol for helmet, earmuffs, gloves, mask, goggles, boots, etc.)
- The operational unit has procedures in place to assign all visitors a responsible host and inform them about adequate safety information and other workplace rules depending on the purpose and nature of the visit. Such information could include where to find emergency exits, assembly point in case of evacuation, special clothing or necessary PPE to use for visiting specific areas of the operational unit, etc.

Safety hazards

- The operational unit shall ensure that occupational hazards of an immediate character are avoided and rectified immediately, e.g:
 - Damaged staircases.
 - Dangerous electrical wires close to workers.
 - Unsafe electrical installations lacking proper insulation.
 - Holes in the floor.
 - Unsafe storage of gas-tubes or flammable products.
 - Unsafe storage of goods.
- The operational unit should make sure that suitable clothing is worn in the production environment, reducing the risk for personal injuries through entanglement.

Safety inspections

- The operational unit shall conduct regular safety inspections in the workplace including safety inspections of machinery and other equipment. The safety inspections shall be recorded and documented. Immediate action must be taken when non-compliance is identified during inspection.

Personal Protective Equipment (PPE)

- The operational unit shall provide appropriate PPE to all workers in potentially risky work areas, free of charge, at least the first set and every time when it is worn out or an upgrade is needed. PPE shall be readily available and properly maintained. Examples of necessary PPE are:



- Impact-resistant goggles or other eyewear in areas where there is persistent glare, flying debris or dust, splashing of primers or cleaners.
- Gloves for those handling/applying chemicals such as solvents, adhesives, and finishes. Gloves must be resistant to these chemicals.
- Metal gloves for those working with sharp objects or cutting instruments.
- Proper respirators to be worn in areas where vapors are present and not sufficiently reduced by other means such as ventilation.
- Appropriate footwear for those working on wet surfaces. Reinforced shoes or boots for workers operating or moving heavy equipment.
- Dust masks to minimize exposure to particulate matter such as dust or textile particles.
- Ear plugs for workers working in high noise level environments.
- The operational unit shall take all reasonable measures to ensure workers use the applicable PPE.
- PPE is required to be worn by all persons in PPE regulated areas. This requirement should be respected by all people in the area irrespective of whether they are employees, management, contractors or visitors.

First aid equipment

- Appropriate first aid equipment shall be adequately stocked and made available to all employees. The content of the equipment shall be proportional to the number of workers, the types of activities performed in the facility as well as the potential risk of injury.
- First aid equipment shall be regularly checked by designated personnel.
- First aid equipment and first aid kits should be located in areas to allow for easy and quick access at all times.
- As a minimum, each floor and each building shall have one first aid kit placed in a designated area.

First aid training

- The operational unit shall have an adequate number of workers trained in first aid, with a minimum of one trained person present per factory department during each production shift. First aid training shall be provided regularly and by certified trainers, doctors or nurses and training records shall be kept and made available upon request.

Working environment conditions

- The operational unit shall comply with all relevant and applicable legislation and regulations pertaining to:
 - Indoor air quality (fumes, solvents, particles and ventilation).
 - Temperature in the workplace.
 - Noise levels in the workplace.
 - Lighting in the workplace.
 - Ergonomics.
 - Adaption of the working environment for workers with disabilities.
- If there is uncertainty regarding levels of internal air quality, temperature, noise and lighting in workplace, tests are conducted.
- There is supervision, at suitable intervals, of the health of workers exposed, or liable to be exposed, to occupational hazards due to air pollution, noise or vibration in the working environment. Such supervision could include periodic medical examination.

Drinking water

- The operational unit shall ensure that clean drinking water is provided to all workers working at the factory premises. Water shall be free of charge and available at a



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reasonable distance from the work areas. Water dispensers shall be appropriately maintained.

Hygiene

- The operational unit shall ensure an adequate number of washing and toilet facilities for both men and women, and ensure that they are appropriately cleaned and maintained. The operational unit shall not put any unreasonable restrictions on, or monitoring of, employees' toilet use.

Canteens and food services

- Canteens and areas where food services are provided or consumed shall meet all sanitation and hygiene regulations and shall be appropriately cleaned and maintained.
- Places where workers can eat and rest are available, away from any hazards and are proportionate to the number of workers.

Alcohol and drug use

- There shall be written, implemented and communicated rules regarding use of alcohol and drugs.

Housing facilities EPRO

- Housing facilities are of demonstrable adequate standards regarding building safety, weather protection, lighting, power and water supply, ventilation and temperature.
- Dormitories shall be situated in a building separated from the production unit and not exposed to loud noise or other negative impacts related to production.
- Doors to dormitory rooms can be locked both from the inside and the outside by the residents.
- Dormitory entrance and doors shall not be locked at any time, if the purpose is to stop employees from leaving the dormitory.
- Sleeping rooms shall be separated for men and women, unless residents choose to share a family room.
- Employees living in unit dormitories shall be provided with an individual space, including a bed and mattress.
- Maximum occupancy in any room is 8, but the living area per person shall at least be 3.8m² and the ceiling at minimum 2.1m.
- Employees living in unit dormitories shall have access to individual storage space, and a lockable space for valuables.
- Employees living in unit dormitories shall have unrestricted access to hygiene facilities, separated for men and women including washing facilities, with hot water. The facilities should be proportional to the number of users. Residents shall have access to ways of getting nourished, either through canteen facilities or designated areas for cooking, of adequate standard. Cooking is only done in such areas.
- If children are allowed in the housing facilities, routines must exist to keep them safe.
- Residents receive clear, written communication on applicable rights and responsibilities for the individual.
- Accommodation costs shall not exceed market average. All costs connected to the accommodation must be transparently presented, and payments made by residents documented and shared upon request.

Good Management Practices

- The operational unit has identified workstations where pregnant women should not work or only work for limited time periods.
- First aid training is given to all workers in the factory.



- Safety risk assessments are updated annually.
- If there is a legal inspection requirement by authorities and the inspection has not taken place, the operational unit requests the authority to perform it.
- The operational unit has obtained ISO 45001 certification.
- The operational unit has defined a dress code for employees in the production environment.

5.8.2. Fire prevention

Detailed requirements

General

- Each operational unit shall identify and comply with all applicable legal requirements related to fire safety protection, including inspections by fire authorities.
- The operational unit shall keep records of fire accidents and serious incidents that could have caused a fire, including corrective and preventive actions taken.

Training

- All workers must be trained in the use of firefighting equipment (e.g. through pamphlets or demonstration) and informed of basic safety measures such as not blocking firefighting equipment and how to evacuate safely in case of an emergency. Basic safety measures must be communicated to workers prior to start of employment in the operational unit.
- The operational unit shall ensure that an adequate number of workers are regularly provided with hands-on training in the use of firefighting equipment, with a minimum of one trained person present per factory department during each production shift.
- The operational unit shall keep record of training content, including dates and names of participants.

Firefighting equipment

- The operational unit shall have appropriate firefighting equipment and devices. The number of equipment and devices and their placement shall be in accordance with applicable laws and regulations and/or specific requirements by the fire authorities. If nothing else is stipulated, there shall be a maximum distance of 25 meters between individual firefighting devices.
- Fire extinguishers and other firefighting equipment shall be properly marked, accessible and easily visible also from a distance. They shall be kept unlocked and within easy reach.
- Firefighting equipment and devices shall be maintained and inspected as part of the health and safety plan, at least once every 12 months. The maintenance shall be documented. If fire hydrants are present, they must be flushed every six months and their hoses, standpipes and all water sources shall be inspected during fire drills.
- Firefighting equipment on all floors is mandatory for dormitory environments.

Emergency exits and escape routes

- In all areas, a safe and prompt evacuation must be ensured at all times. The operational unit shall ensure the presence of an adequate number, size and placement of emergency exits. Each working, storing and living area must have at least two independent emergency exits, and at least three in areas with more than 1,000 workers.
- All emergency exits must be marked with luminescent or illuminated signs. Emergency exit and escape route signs shall be visible from all vantage points, even in case of power failure. The operational unit shall make sure that emergency exits, escape routes and firefighting equipment are free from obstruction at all times.
- Emergency exits shall open outwards and must always be unlocked. Sliding doors, used as emergency exits, must always be open or equipped with a built-in exit door.



Evacuation alarm and lighting

- The operational unit shall ensure the presence of a functioning evacuation alarm with continuous sound (and lighting in work areas with high noise levels) in order to facilitate prompt and safe evacuation in case of smoke and/or fire. The alarm shall be able to be activated manually or automatically. After activation the alarm shall automatically evoke a loud signal.
- Emergency lighting shall be installed in areas where it is needed, such as workshops and staircases. Alarms and lighting must be functional during power outages.
- The functionality of evacuation alarms and emergency lighting must be checked as part of the safety plan and at least every 6 months.

Evacuation plan

- All areas of the operational unit shall be covered by an evacuation plan, including a map to find current location, the nearest exit, appropriate meeting points outside, location of fire alarms/extinguishers and means to contact the fire brigade.

Evacuation drills

- The operational unit must conduct regular evacuation drills, at least once every 12 months. The drills must cover all areas and shifts. The results of the evacuation drill shall be documented by the operational unit and shown upon request.
- Drill records shall include as a minimum: date, time of drill, time to complete the evacuation, results of the drill and necessary improvements (e.g. percentage of workforce that was evacuated and the reason as to why people did not evacuate).
- The operational unit shall identify responsible persons for performing a head count in case of evacuation, in order to ensure all workers have left the building(s).
- Information about evacuation plans shall be provided during introduction training.

5.9. Non-discrimination

Workplace requirements

Electrolux Professional recognizes and respects diversity and cultural differences. All employees shall be treated strictly according to his or her abilities and qualifications in any employment decisions, including but not limited to hiring, advancement, compensation, benefits, training, layoffs and termination.

Detailed requirements

- The operational unit shall not engage in, support or tolerate discrimination in employment including recruitment, hiring, training, working conditions, job assignments, pay, benefits, promotions, discipline, termination or retirement on the basis of gender, age, religion, marital status, race, caste, social background, diseases, disability, pregnancy, ethnic and national origin, nationality, membership in worker organizations including unions, political affiliation, sexual orientation, gender identity, gender expression, or similar.
- The operational unit shall not ask job applicants questions that are discriminatory in nature or irrelevant for carrying out job tasks.
- The unit must not ask job applicants any question that aims at disclosing non-work related health status such as pregnancy, contraceptive or HIV status, nor require job applicants to undergo pregnancy testing, nor health testing not required for the sought position.
- The operational unit must never make contraceptive medication a condition for employment.
- The operational unit must comply with any work environment regulations protecting the health and safety of pregnant, post-partum and lactating women.



Good Management Practices

- The operational unit undertakes equal opportunity programs.
- The unit undertakes cultural sensitivity/diversity training programs.
- The unit periodically reviews hiring practices to ensure that potentially discriminatory practices are countered.
- Employees returning from parental leave or other recognized health-related leave are given an equivalent position and equal pay in relation to their previous position/remuneration.

5.10. Harassment and abuse

Workplace requirements

No employee shall be subject to physical, sexual, psychological or verbal harassment, intimidation or abuse.

Detailed requirements

- The operational unit shall not engage in, or support, mental, physical, sexual or verbal harassment, intimidation or abuse such as:
 - Physical contact intended to hurt, harm or intimidate a worker.
 - Comments suggesting threats to harm a worker's physical or psychological well-being.
 - Discriminatory or demeaning comments.
 - Supervisors or workers touching other workers or gesticulating in ways that could be interpreted as sexually explicit.
 - Sexual comments.
 - Requesting any form of sexual favor in exchange for beneficial treatment in employment, or as a condition of maintaining employment.
- There shall be written rules regarding the behaviors that are not tolerated in the workplace and all employees shall be informed of these rules.
- Under no circumstance will the operational unit force labor to sign resignation documents upon hiring, to facilitate ease of firing later on.

Good Management Practices

- The operational unit has established formal management training concerning employee relations and appropriate management practices in relation to harassment and abuse.
- The operational unit provides all employees with training on tolerated and not tolerated behavior in the workplace.

5.11. Disciplinary action and grievances

Workplace requirements

Disciplinary actions shall be conducted in a manner to ensure the fair and humane treatment of employees. No employee shall be subject to corporal punishment. Progressive disciplinary action shall be applied. Employees are encouraged and expected to report concerns and suspected breaches of this Policy and are assured that there will be no retaliation or other negative consequences.

Definitions

Corporal punishment is the deliberate infliction of physical pain intended to punish a person or change his/her behavior.

Detailed requirements



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- Any disciplinary action shall be proportionate to the misconduct.
- There shall be clear, fair, written procedures for disciplinary action. Each operational unit shall ensure these procedures are well-known and understood by managers, as well as employees.
- The operational unit shall not make use of public warning and punishment systems. Reprimands for breach of duty or misconduct shall be a private matter between the employer and the employee and/or his/her representative.
- Salary deductions shall not be used as a disciplinary action.
- The employee shall have the right to appeal disciplinary action and dismissal, in line with applicable law. These appeals shall be recorded.
- Except in the case of serious misconduct resulting in immediate termination, the operational unit should utilize progressive discipline, e.g. escalating discipline by using steps such as verbal warning, written warning, suspension, termination. The operational unit shall maintain written records of disciplinary actions taken.
- If wage deduction is adopted as a practice of disciplinary action, the deduction shall not exceed legal requirements and be in line with collective bargaining agreements. Net wages after deduction shall be sufficient to meet basic needs of the employee. All relevant information regarding the grounds on which and the extent to which wages may be subject to deductions must be communicated in advance to the workers concerned.
- The operational unit shall not engage in disciplinary action resulting in the withdrawal of basic physical comforts provided to other workers.
- There shall be a grievance procedure in line with the reporting requirements in section 6.1 of this Directive.

Handling of protests and job refusals by groups of employees

- In case of a group of employees refusing to work, protesting or in another way conducting an illegal strike, progressive discipline shall be applied to the furthest degree possible considering applicable law and practical circumstances, and the unit shall first attempt to de-escalate the situation:
 - The unit shall attempt dialog to understand and document the reason behind the job refusal.
 - If possible, the unit shall organize town hall communication to inform the group that continuation of the job refusal could or will lead to termination of employment.
 - If possible, the unit shall organize dialog in smaller groups to try to resolve the situation. In the presence of a union, the union committee shall be engaged in the dialog.
 - As far as possible, practically and legally, breaches of internal rules (such as job refusal) should be documented to ensure any disciplinary action that may be decided upon as a consequence, is fair and individually based
 - Notes of meetings and communications shall be maintained.
 - Where dialog is not resolving the situation, the unit shall take reasonable steps to provide individual written warnings and hand over to participants, in line with applicable laws and regulations
 - The unit shall provide time to attempt to de-escalate the situation. The amount of time will vary with each situation, but the safety of all employees shall be the priority.
 - As necessary, take further actions on an individual level, in accordance with local laws and regulations.
 - Electrolux units shall notify Group Labor Relations and the Business Area leadership.

Good Management Practices

- The operational unit has formalized and communicated the details in the progressive discipline procedures to employees.



- Escalating disciplinary action includes, in consecutive steps and appropriate to circumstances:
 - Verbal warning.
 - Written warning.
 - Re-training.
 - Change of duties/tasks.
 - Suspension with pay.
 - Suspension without pay.
 - Dismissal.

5.12. Working hours

Workplace requirements

Electrolux Professional recognizes the need for a healthy balance between work and free time for all employees. Employees shall not, on a regularly scheduled basis, be required to work a standard work week of more than 48 hours per week or a total work week of more than 60 hours (including overtime).

Except in extraordinary business circumstances, all workers shall be entitled to at least one day off in every seven-day period.

Definitions

Extraordinary business circumstances are defined as situations that could not have been anticipated such as natural disasters, political upheaval and machinery break down. An ordinary production deadline, or the failure to properly plan production, is not considered an extraordinary business circumstance.

One day in seven is defined as 24 consecutive hours, not one calendar day.

Detailed requirements

Working hours

- All employees shall have at least one day off in seven, except in extraordinary business circumstances. The operational unit shall be able to demonstrate these circumstances, upon request.
- The standard scheduled working week does not exceed 48 hours or 60 hours including overtime.
- Production peaks should be managed within the 60-hour limit.
- Overtime hours must be on a voluntary basis, and paid at a premium rate according to local legislation. Employees that decline overtime shall not be penalized. Under certain circumstances, well-defined by law or collective agreements, Electrolux Professional can accept that mandatory overtime hours can be decided by the management of the operational unit. Upon request, the operational unit shall be able to demonstrate these circumstances.
- A workday including overtime must never be longer than 12 hours, even if the 48/60 hours work week requirement is fulfilled.

Breaks

- The operational unit shall provide employees with sufficient time off for meals and breaks. One break per shift shall be at least 30 minutes after every 4.5 hours worked, if not otherwise agreed in writing between employer and employee (e.g. in an agreement with local union or worker representatives) or as stipulated by law.

Working hour records

- The operational unit shall maintain working hour records for each employee, including piece-rate, temporary workers and contracted workers (for at least one year).



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- The operational unit shall make available – upon request – the working hour records during the course of an Electrolux Professional audit.
- The operational unit shall – prior to employment – provide written information to the employee (also mandatory for temporary workers) regarding company working hours policy.

Good Management Practices

- The operational unit's standard work week does not exceed 40 hours.
- The operational unit provides a worker manual or work rules that defines breaks, rest periods and days off.
- The operational unit ensures that the work week does not change from week to week and that all workers are aware of the work schedule.
- Workers working more than eight hours a day are provided with more than one long meal break.
- The operational unit finds good management solutions, such as hiring additional help during peak periods, to ensure that overtime hours are in accordance with the above standards.
- The operational unit implements a system, such as a sign-up sheet, for workers to volunteer for overtime.
- The operational unit has time clocks or other comparable automated methods for tracking working time and calculating payment.

5.13. Compensation

Workplace requirements

Wages, including overtime compensation and benefits, shall equal or exceed the level required by applicable law. Electrolux Professional encourages consideration of the cost for meeting basic needs of the workers and their families, as part of defining wage levels.

Detailed requirements

Minimum wage and other salary compensations

- The operational unit shall pay its employees no less than local legal minimum wage based on legally stipulated working hours.
- Employees shall be compensated for all hours worked (including startup time and all overtime hours) in accordance with legal requirements or contracted rates if higher.
- During downtime periods the employees shall get salary compensation with at least legal minimum wage.
- Zero-hours contracts, which prevent employees to take up work elsewhere, are not used.
- Employees shall be compensated for expenses resulting from being required to work away from their employment location, as defined by their employment contract or equivalent documentation.

Payroll and attendance records

- The operational unit shall maintain payroll and attendance records (for at least one year) pertaining to the documented payment of wages for each employee, including piece-rate and temporary workers. These records shall be available – upon request – during the course of an Electrolux Professional audit.
- The operational unit shall – prior to employment – provide written and understandable information to the employee (also applicable to temporary workers) regarding wages and the terms of employment.



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Salary payments

- Salaries shall be paid either directly to the employees in cash, or by check payment or bank transfer.
- Salary payments should be made at regular intervals, at least once per month.
- In connection with every salary payment, the employee shall receive a pay slip, reflecting the correct amount paid. Pay slips shall include at least the following information:
 - Payment date.
 - Wage amount.
 - Social insurance.
 - Tax.
 - Working hours, including regular working hours and overtime.
 - Pay methods (cash, bank transfer, check, etc.).
 - Agreed deductions.
 - Allowances such as for overtime.
- The operational unit must not withhold workers' salaries.

Leave

- Employees shall have time off from their job according to applicable legislation, local traditions, industry standards and collective agreement (annual/earned leave, medical/sick leave, parental leave, national holidays, etc.)
- All employee leave shall be paid in accordance with applicable legislation and contractual terms.

Benefits

- The operational unit shall provide its employees with all legally-mandated benefits to which they are entitled (e.g. medical insurance, social insurance, pensions).
- The operational unit shall provide its employees with an accident insurance covering medical treatment to work related accidents. The insurance should also cover related sick leave and compensation for loss of working ability.
- If a specific uniform or other working clothes are mandatory to use in the workplace these shall be provided free of charge to the workers if nothing else is stipulated by law or agreed in collective agreement.
- Other necessary items to accomplish work assignments like tools, badge, locker, etc., shall be provided free of charge to the workers if nothing else is stipulated by law or agreed in collective agreement.

Apprentice/trainee programs

- For apprentice/trainee programs, the operational unit is required to adhere to any legal requirements governing specific limits on working hours, limits on duties, duration of trainee period and the number of times the same worker can be classified as a trainee.
- All requirements in this standard are applicable to trainees and apprentices as well as regular employees of the operational unit.
- In some cases, apprentice programs provide for payment below minimum wages for the period of training. Limits on the duration of the training period must be strictly followed and wages must be raised to normal pay rates at the end of the training period.
- Salary and other compensation must be paid directly to the trainee and not to teachers or others representing the trainee

Employment contracts

- The operational unit shall ensure employees have a clear understanding of their terms and conditions of work as well as documented proof of employment, wages and benefits. In line with this, the operational unit shall provide each employee with a written, valid contract of employment, hire letter or similar. Information about working hours, overtime



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compensation, benefits and notice period shall be included in this document or in a workers' handbook or equivalent. This applies to all employees, including temporary and contract workers.

- The operational unit shall not employ workers on repeated or long term temporary contracts, direct or through staff agencies or apprenticeship schemes, to avoid paying wages and benefits given to permanent workers, or to avoid employees exercising their lawful rights to organize and bargain collectively.

Good Management Practices

- The operational unit has a process in place to ensure the lowest wage level is at least adequate to meet the basic needs of workers and their families, taking into account:
 - general level of wages in the country and region.
 - cost of living.
 - social security benefits.
 - relative living standards.
- The operational unit outlines available benefits to employees and instructs them on how to access them.
- The operational unit educates workers on their pay, production bonuses and what deductions are removed from workers' pay.
- The operational unit has a system that shows wage rate increases based on competence, seniority and productivity.
- The operational unit has time clocks or other comparable automated methods for tracking working time and calculating pay.
- Employment contracts or equivalent documentation include the following information:
 - Name and address of employee.
 - Employee date of birth.
 - Working hours.
 - Salary level, bonus and other benefits.
 - Overtime compensation.
 - Salary payment method and time.
 - Probation period if applicable.
 - Termination terms.
 - Reference to applicable collective bargaining agreements and/or laws.
 - Reference to an employment handbook where more details are available

5.14. Freedom of association and collective bargaining

Workplace requirements

All employees are free to exercise their legal rights to form, join, or refrain from joining organizations representing their interests as employees. No employee shall be subject to intimidation or harassment in his or her peaceful exercise of these rights.

The employees' right to collectively bargain shall be respected.

Definitions

A company/"yellow union" is defined as an unaffiliated union, run directly or indirectly by the company, with the purpose of blocking the opportunity to form or join legitimate unions.

Detailed requirements

- The operational unit is required to apply policies ensuring that employees attempting to form, or who are already members of an employee's association, or employees not wishing to join such an association are not discriminated against, or otherwise discouraged from exercising their rights to join or disassociate. The operational units shall not organize or



finance company/“yellow” unions, implement or support any union busting activity and not adopt initiatives capable to discourage workers from forming authentic unions.

- The operational unit shall not prevent employees from exercising collective bargaining.
- The operational unit facilitates consultation and co-operation between management and workers and their representatives on matters of mutual concern, including the content and implications of the Workplace Policy/Standard.
- The operational unit shall provide such facilities to workers’ representatives as may be necessary in order to carry out their representative functions and to assist in the development of effective collective agreements.
- The operational unit shall provide information to workers’ representatives, which is needed for meaningful negotiations on conditions of employment.
- The operational unit shall ensure employees are not subject to discrimination, (such as dismissal or any kind of punishment) due to union activity/membership.
- In the absence of worker associations, the operational unit shall seek to find appropriate and legal mechanisms through which workers can effectively express workplace concerns to management and influence activities which improve Policy related aspects in the workplace. This can be through employee-management committees.
- Records shall be kept from these formalized consultations and be made available upon request.

Good management practices

- Operational unit consultation mechanisms include establishment of labor-management committees, and conducting employee engagement surveys.
- The operational unit provides information to workers and their representatives which enables them to obtain a true and fair view of the performance of the entity or, where appropriate, the enterprise as a whole. This information should not be used as a threat to move or close operations.
- Collective agreements include provisions for the settlement of disputes arising over their interpretation and application and for ensuring mutually respected rights and responsibilities.

5.15. Environmental management

Workplace requirements

All operational units shall operate in full compliance with applicable environmental legislation and Electrolux Professional-specific requirements. A management system shall be in place, aimed to continuously improve the operational unit’s environmental standards and performance. Each operational unit shall identify all relevant environmental aspects and take appropriate actions to address these, including resource consumption, emissions, chemicals and waste.

5.15.1. Environmental governance and procedures

Definitions

An *Environmental Manager* has the responsibility and authority to manage and coordinate environmental issues within the operational unit, including implementation and follow up of environmental legislation, principles and requirements outlined in this document.

Detailed requirements

- This section (Environmental management) is mandatory for all operational units. Operational units such as warehouses, offices and other locations have to assess individually the relevance of the requirements in this section and fulfill them where applicable.



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- All Electrolux Professional production operational units shall have an environmental management system certified under the ISO 14001 standard.
- Supplier operational units shall have an environmental management system in place.
- The operational unit shall appoint an Environmental Manager. The Environmental Manager will report on the environmental performance of the operational unit to the local management for review and as a basis for improvement. This review and reporting shall be done at least yearly.
- The unit shall not conduct operations in an area defined as a High Conservation Value Area.
- The operational unit shall identify and comply with all legal environmental requirements, including, but not limited to:
 - Air emissions.
 - Water emissions.
 - Ground and groundwater contamination.
 - Noise.
 - Purchasing, handling, and use of chemicals.
 - Hazardous and non-hazardous waste.
- All permits and records concerning environmental legal requirements shall be kept and made available on-site.
- The operational unit shall verify legal and environmental implications before implementing significant changes in production, processes and buildings.
- Electrolux Professional operational units shall report all environmental fines and complaints to Electrolux Professional Sustainability Function once per year.
- Electrolux Professional suppliers shall have information regarding environmental fines and complaints available upon request.

Assessment of environmental aspects and processes

- The operational unit shall identify and assess significant environmental aspects, under its control and influence, ranging from production, products, processes and services. The assessment shall at least include use of natural resources, air emissions, water emissions, ground contamination, groundwater contamination, chemical management, noise pollution, and hazardous and non-hazardous waste. The assessment shall be documented and updated at least on a yearly basis.
- Specific procedures shall be in place for processes and activities with significant environmental impacts. Those include, but are not limited to:
 - Procuring, processing, handling and disposal of chemicals.
 - Handling and disposal of hazardous waste.
- In case of identified major environmental risks such as exceeding legal limits or contamination of ground, or groundwater the identified source of emissions shall be immediately stopped and corrective actions shall be taken.
- The operational unit shall establish, implement and maintain a procedure for emergency preparedness and response. The procedure shall include identification of potential emergency situations and accidents which could cause negative environmental impact, and how the operational units will respond to them.
- The operational unit shall safely store all documents and plans which may be useful in identifying/quantifying historical environmental impacts to the ground. The operational unit shall also evaluate the potential that past activities have impacted the ground and/or groundwater by assessing available information.



- In which case a contamination issue or issue of non-compliance is the subject of inquiry, inspection or other action by an environmental regulator, the operational unit shall follow the local legislative requirements regarding the issue.²

Monitoring and reporting on significant environmental aspects

- The operational unit shall quantify and record significant environmental aspects. Reports shall include, but not be limited to:
 - Applicable environmental permits and legislation.
 - Energy consumption (type and amount of each energy source).
 - Water consumption and water discharge (type and amount).
 - Emissions to air and water.
 - Hazardous and non-hazardous waste (type and amount).
- Electrolux Professional operational units shall report this at least once every 12 months.
- Electrolux Professional suppliers shall have this information available upon request.

Objectives and targets

- The operational unit shall set environmental objectives and targets on the basis of identified significant aspects, and define an action plan. Targets shall at least include the reduction of energy consumption. The objectives, targets and action plan shall be documented, evaluated and updated at least on a yearly basis.
- The operational unit management shall implement actions needed to reach set objectives and targets as well as corrective actions for non-conformities with legislation.

Training and maintenance

- Employees actively involved in operations and procedures connected with environmental risks shall have appropriate knowledge and know-how, and shall receive necessary training.
- As a minimum, training shall be provided to:
 - Operators of effluent treatment plants.
 - Employees that procure, store, handle and use chemicals.
 - Employees handling hazardous waste.
 - Environmental managers.
- Training shall be documented and training material periodically updated.
- Processes and equipment linked to significant environmental risks and impacts (e.g. effluent treatment plant) shall be appropriately maintained and inspected. Maintenance and inspections shall be documented.

Good Management Practices

- The assessment of relevant environmental aspects is made with a methodology where relevant risk areas are identified along with an analysis of probability and magnitudes of various scenarios and impacts.
- If there is a legal requirement for inspections carried out by authorities and the inspection has not taken place, the operational unit requests the authority to perform it.
- Electrolux Professional suppliers are encouraged to obtain ISO 14001 certification.

5.15.2. Chemicals

Definitions

Material Safety Data Sheet (MSDS or SDS) is a document containing data regarding the properties of a particular substance. MSDS shall be provided by the chemical supplier; it contains all information required by law such as: physical data (melting point, boiling point, flash point, etc.),

² Electrolux Professional units shall involve Corporate Legal in the management process.



toxicity, health effects, first aid measures, reactivity, storage, disposal, protective equipment, and spill handling procedures.

Detailed requirements

- The operational unit shall establish and maintain a list of chemicals used and/or stored on its premises, including their names, MSDS, their purpose/applications and their areas of use. The information shall be in local language(s).
- The operational unit shall have a procedure in place to ensure proper procurement, storage, handling and transport of chemicals in order to prevent environmental damage or harm to humans and living organisms. The procedure shall be documented and shall specify the responsible person(s) and guidelines for safe handling of chemicals.
- Safe handling of chemicals shall include, but not be limited to:
 - Chemical storage facilities shall be located in areas without floor drains or with sealed floor drains. Flooring shall be hard, easy to clean and not permeable to chemicals.
 - Leakage and spill containers shall be able to hold the volume of the largest chemical barrels/tanks, in case of leakage of chemicals.
 - Ventilation in storage facilities shall be adequate to prevent risk of explosion or other possible hazards.
 - Storage and handling of chemicals located in proximity to production lines shall be appropriate, in order to prevent the risk of leakage or hazard to workers or to the environment.
 - Containers of chemicals stored outdoors shall have rain, snow and sunlight protection. Unopened chemical containers can be stored outdoors without rain protection if they are not subject to corrosion.
 - Above-ground or underground storage tanks (UST) shall be regularly inspected according to legal requirements and at least once every two years. Inspections shall be performed both outside and inside the tanks where appropriate, including pressure test in case of UST.
 - Chemical containers must be appropriately labeled in the local language and including risk symbols.
 - Information about risks and safe handling of chemicals shall be displayed at the area where the chemical is stored, used or intended to be used. Information shall be in the local language(s) and include hazards, PPE to be used, handling of the chemical, measures in case of spill/contact and applicable first aid measures.

Good Management Practices

- The operational unit applies the “Principle of Substitution”, which means that hazardous chemicals should be systematically substituted by less hazardous alternatives, or preferably alternatives for which no hazards can be identified.

5.15.3. Restricted Material List

Definitions

Electrolux Professional Restricted Material List (RML): The RML has been developed by Electrolux Professional and is used to inform suppliers and Electrolux Professional operational units of chemicals that are banned, restricted for use and substances that could potentially be of concern. The valid RML is available online at www.electroluxprofessional.com.

Detailed requirements

- The operational unit shall have a procedure in place to ensure compliance with the latest RML requirements.
- The RML shall be communicated to all suppliers of products, components, materials and substances used in Electrolux Professional products.



- An updated version of the RML shall be available to all relevant functions involved in purchasing materials and components.
- The operational unit shall cross check the MSDS of materials and chemicals used with Electrolux Professional RML requirements.

Good Management Practices

- The operational unit performs spot tests on critical components to check compliance with the RML.

5.15.4. Hazardous and non-hazardous waste

Detailed requirements

- The unit shall identify and implement opportunities to refuse, reduce, reuse and recycle waste.
- The operational unit shall take all reasonable action to prevent any environmental and health and safety risk related to the handling, storage and disposal of hazardous and non-hazardous waste. The operational unit shall have a procedure in place for identifying waste categories and ensuring proper handling, storage and disposal of hazardous and non-hazardous waste. The procedure shall be documented.
- Where legally required, contractors for storage, transport and disposal of hazardous and non-hazardous waste must be licensed and copies of licenses shall be available at the operational unit.
- The operational unit shall establish and maintain a list of hazardous and non-hazardous waste. The list shall include information regarding the amount of waste, classification of waste and shall be updated at least yearly.
- Hazardous and non-hazardous waste shall be stored separately and in pre-defined areas.
- Hazardous waste shall be kept in a specific storage facility. The storage facility shall be designed and maintained to prevent any health risk and emissions to air, water and ground. The same preventive measures as for storage and handling of chemicals must be applied.
- The end-treatment of all waste shall be documented in accordance with applicable legislation.
- Waste shall not be land-filled or incinerated on site.

Good Management Practices

- The hazardous waste storage areas are inspected at least weekly to ensure that containers of hazardous waste are in good shape and are not leaking.

5.15.5. Waste water

Detailed requirements

- The operational unit shall identify processes or activities which result in waste water requiring special treatment.
- The operational unit shall ensure waste water is properly treated on site in accordance with legal requirements, such as environmental permit conditions, or discharged to an authorized external waste water treatment facility.
- The operational unit shall identify all of its discharge points and assess the quality of the waste water to be discharged.

5.16. Monitoring and compliance

Workplace requirements

The management is responsible for regular and documented monitoring and review of the



*compliance with this Policy by its operational unit. Management is also responsible for maintaining adequate documentation to demonstrate compliance by its suppliers.
As a condition of doing business with Electrolux Professional, suppliers must permit Electrolux Professional and its designated agents (including third parties) to perform audits, including confidential employee interviews.*

Detailed requirements

- The operational unit shall ensure compliance with the Policy and the Directive.
- In order to ensure compliance, the operational unit shall conduct an internal audit at least once in a twelve-month period. Internal audit, and corrective actions taken as a result of the audit, shall be documented and reported to the management. This information shall be provided to Electrolux Professional upon request.
- In case of identified non-compliance, the operational unit shall point out the root-causes of the non-compliance, attend to them and implement a plan for future conformance.
- Purchasing management, with support and guidance from the Sustainability function, is responsible of monitoring compliance to Directive clauses for all suppliers.

5.17. Violations of this policy

Employees who violate a directive may be subject to disciplinary action, up to and including dismissal, depending on the facts and circumstances.

5.18. How to report violations

Violations of this Directive may be reported to the Directive Holder, Group Management or the Board of Directors, either directly or via a manager, HR, an internal auditor, the Audit Committee or any other appropriate corporate body. Anyone reporting a violation shall, to the extent legally permissible, have the possibility to remain anonymous.

Serious violations may also be reported via the Ethics Web Helpline where any employee can submit reports confidentially and anonymously.

Electrolux Professional has a non-retaliation rule and will ensure that there are no adverse work-related consequences for any employee who, in good faith, alerts management of possible violations of this policy.

6. Further guidance and assistance

Each employee is responsible for knowing which policies, directives and related documents that apply to them. For questions regarding this directive, please contact the Directive Holder.

Related documents:

- Electrolux Professional Code of Conduct
- Group Workplace Policy
- Group Environmental Policy
- Electrolux Professional Restricted Materials List



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Electrolux Professional Group Policies on Electrolux Professional's Intranet.

External references:

- The OECD Guidelines for Multinational Enterprises
- ISO14001
- ISO26000
- ISO 45001
- SA8000 International Bill of Human Rights
- UN Global Compact
- UN Guiding Principles on Business and Human Rights
- Children's Rights and Business Principles
- ILO Declaration on Fundamental Principles and Rights at Work
- ILO conventions:
 - C1, Hours of Work (Industry) Convention, 1919
 - C29, Forced Labour Convention, 1930
 - C87, Freedom of Association and Protection of the Right to Organise Convention, 1948
 - C98, Right to Organise and Collective Bargaining Convention, 1949
 - C100, Equal Remuneration Convention, 1951
 - C105, Abolition of Forced Labour Convention, 1957
 - C111, Discrimination (Employment and Occupation) Convention, 1958
 - C131, Minimum Wage Fixing Convention, 1970
 - C138, Minimum Age Convention, 1973
 - C182, Worst Forms of Child Labour Convention, 1999

Signatures

Directive Holder:

Directive Approver:

Swapnil Choudhari
VP Group Sustainability and Quality
Electrolux Professional AB

Carlo Caroni
Head of Global Operations
Electrolux Professional AB