



The Arla Plast Way



THE ARLA PLAST WAY

As employees and leaders, we daily find ourselves in situations when we are expected to make decisions based on what is right and what is wrong.

How Arla Plast is perceived by customers, partners, competitors and the surroundings is nothing more than the sum of all our actions – what we do or what we do not do. This is summarized in our brand.

In order to provide guidance to which behaviours are correct, we have written The Arla Plast Way. The Arla Plast Way will guide us in our actions and serve as a support for all of us.

To be an employee of Arla Plast means that we follow good business practice and keep up a high ethical integrity in everything we do and also that we support The Arla Plast Way.

Read The Arla Plast Way and talk to your leader and colleagues about how it should be interpreted to your specific circumstances and work.

Borensberg, December 2020
Henrik Håkansson



ARLA PLAST, A GOOD WORKPLACE

Arla Plast should be a safe workplace

- Health and safety are top priorities.
- All employees are expected to be familiar with the company's rules and instructions as well as the basics of national health and safety legislation.
- We follow and respect these rules, for example regarding equipment for protection.
- We take active responsibility for the work environment and support each other in this.
- We work safely, protect ourselves, our colleagues and the environment.
- We continuously monitor and evaluate incident reporting in order to create a safer and better work environment.



HONESTY AND INTEGRITY

One can rely on Arla Plast

- We help the customer to make good decisions even if it is to our disadvantage, short term.
- We do not promise more than we can keep.
- A change regarding a delivery notice is a broken promise to our customer.
- We keep work and private life separate.
- We do not use our relationship with Arla Plast for personal benefit.



HONESTY AND INTEGRITY

We follow good business practice and maintain a high level of ethical integrity in our business

- Our offering is based on what we can do for the customer, not what the competitors do.
- We do not spread information or speak ill of competitors.
- We respect competition law.
- We do not participate in price matching or negotiations.
- There may be no questionable payment transactions such as bribes, money laundering or unreasonable agent commissions.
- Our pricing must not be affected by kinship or other relationship with the customer. If there is a kinship, friendship or other close relationship with the customer, the immediate manager should be consulted.



HONESTY AND INTEGRITY

Purchasing must be managed according to business sense

- We do not accept gifts or representation where the value could have an impact on the business relationship and could be perceived as a bribe.
- We will act professionally and decisions regarding supplier choice should be based on what is best for Arla Plast.
- We choose suppliers who share our core values in accordance with our Code of Conduct.



RESPECT FOR THE CUSTOMER

We respect the customer

- All our actions should be based on the need of the customer.
- We strive for long-term relationships.
- We understand that the only way to long-term success is through customer satisfaction.
- We help our customers to succeed.
- It is the customer who pays for all our business.

The customer's problem is our problem

- When problems arise, we try to solve them as soon as possible. Sorting out who should have done what comes second.
- We see problems as a good opportunity to strengthen the customer relationship.



RESPECT FOR THE CUSTOMER

Our cornerstones

- Our cornerstones are Arla Plast's main competitive tool. It is these factors that distinguish us from our competitors. Please use them as a checklist for the interaction with customers.
 - Quality
 - Speed
 - Service
 - Flexibility



RESPECT FOR ONE ANOTHER

Everyone wants and can develop

- We develop both our business as well as our employees. We believe that all people want to develop themselves and take responsibility.
- We have the motto “anything is possible”.
- Our culture should be based on openness and communication.
- We set new goals and are constantly trying to improve our business.
- Our leaders are expected to communicate our long-term objectives, strategies and short-term priorities to their employees.
- Leaders should explain how each employee contributes to reach the objectives.
- Every employee has the right to feedback and development planning.
- We take a positive view on job rotation.



RESPECT FOR ONE ANOTHER

No harassments are allowed

- We ourselves are judged on how we respond to others.
- We talk to each other – not about each other.
- We see diversity as an asset.
- We respect all individuals regardless of gender, transgender identity or expression, ethnicity, religion or other belief, disability, sexual orientation and/or age.

We show respect

- All people have equal value.
- We say hello to each other.
- We treat everyone with the same respect whether it is a customer, shareholder or colleague.
- We show respect by showing up on time.



RESPECT FOR THE COMPANY'S PROPERTY

We avoid conflicts of interest

- We avoid getting into conflicts of interest situations which could occur for example in purchasing, employment or business transactions with family members or close friends.

Confidential information

- We all have a duty to protect information that we consider confidential.
- Theft, unauthorized use or disclosure of such information can cause great harm to our business. It includes any information that we have not published about our processes, our products, our innovation and/or our financial performance or strategic plans.



RESPECT FOR THE COMPANY'S PROPERTY

This means:

- Never post the company's confidential information on social media. Do not discuss confidential information in public places and never leave confidential material unattended, even in the office.
- Protect the confidential information that suppliers, business partners and others share with us.
- Please keep in mind that your obligation to protect confidential information apply even after you have left the company.



Insider trading

- You may have access to insider information regarding Arla Plast or the Arla Plast share. When you access insider information, special statutory and government-controlled regulations apply. Violation of these can constitute a criminal offence and lead to prosecution.

What is insider information?

- Insider information is information that has not yet been disclosed and which, if publicly disclosed, would have a material impact on the price of the Arla Plast share.



For you this means the following:

- Do not use insider information for buying or selling Arla Plast's shares on your own account or on behalf of others, whether directly or indirectly.
- Do not recommend or deduce anyone else to engage in insider trading.
- Do not disclose any insider information.



Insider information could include:

- Unexpected significant changes in order books, order intake, or product delivery caused, for example, by order cancellations.
- Acquisition or divestment of significant business operations.
- Major disruptions in production and or product quality.
- Unexpected significant changes in financial results.
- Innovative products or processes.
- Legal disputes or government investigations.

If in doubt, please contact **CFO Monica Ljung**
(phone: +46 141 203802 email: monica.ljung@arlaplast.com)



WE CARE ABOUT OUR WORLD

Arla Plast complies with current legislation

- Current legislation and regulations are a minimum level of our business.
- All our activities should be able to stand for a due diligence both from a legal and/or moral perspective.
- Our financial reporting should not contain any doubts.
- Arla Plast has high standards to protect the environment, health and employee safety.

We take responsibility for the environment

- We promote sustainable development. Employees who contribute to economically, socially or environmentally sustainable solutions help Arla Plast in this endeavour.
- The exchange principle is applied. This means that we are looking for solutions with lower environmental impact throughout our business, for example when new technology replaces old, when purchasing or when choosing chemicals.

You are a part of Arla Plast

- We take good care of the company's property
- The company's property is intended for professional use in the job.
- For the use of IT equipment and mobile phone, please refer to the actual policy.
- Be careful when sending emails. You never know who is reading.
- Information stored on Arla Plast's IT system is the company's property.



Obligation to report

- All employees have an obligation to report any misconduct or maladministration of harassment and/or work environment to the nearest manager so that measures can be taken.
- If illegal procedures involve the immediate head, the misconduct should be reported to Ola Salmén, chairman of the Board's audit committee on the following address ola.salmen@telia.com.



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