

Four FM's Supplier Code Of Conduct



This policy was ratified by Four FMs Senior Management Team: 2021-06-23

Supplier Code of conduct

MAKING FACILITY MANAGEMENT TRULY SIMPLE

Four FM provides companies and organizations with tailored facility management services with guaranteed results. We offer a new approach to traditional facility management – we make things easier.

Four FM business are built on three core values, Simple, Open and Responsible. These values should be reflected in our entire business, and our suppliers and partners shall also show that they understand and follow our values. Our customers are the reason for our existence, and we aim to be our customer's first choice when it comes to facility management.

SIMPLE

We make things easy. Our work is quick, flexible and based on routines that keep things simple for everyone. The employee closest to the customer is authorized to make the necessary decisions on-site. This makes our decision making efficient. We take care of everything covered by the contract smoothly and ensure that your partnership with us is as simple as possible.

OPEN

We believe in openness, honesty and transparency in all of our relationships. We have nothing to hide. We track the agreed goals and report their progress back to you. You, our customer, should understand what you are paying for, and with our open book model you know you get value for your money. You can audit our records anytime and check the actual duration of our visits to your site.

RESPONSIBLE

You can rely on us at all times. We set high demands for ourselves and our partners so that you can focus entirely on your core business. As a responsible service provider, we take full responsibility for our partners as well as our employees. We also take care of our employees' training, engagement and motivation.

Total transparency

One of our core values is openness, which also reflects the transparency of our business model. We openly report the costs of the services that we produce and those that we buy in. This open approach builds trust between Four FM and the customer, and between us and our subcontractors. Our partners know that we are treating them fairly, which lays the foundation for a very strong partnership.

Moreover, our transparent business helps our customers trust that they truly get good value for their money. As our customer, you have the right to know what you are paying for. Service Hub, our advanced work order system, provides full traceability and transparency. We can even integrate our subcontractors into the system. Together with our customers, we often agree on Service Level Agreements (SLAs) and Key Performance Indicators (KPIs), which we track and report actively in our meetings with the customer. We also incorporate the Balanced Scorecard metrics in our accounts in order to facilitate tracking and further improvement.

Supplier to Four FM

Suppliers to Four FM must comply with the ILO's Declaration of Fundamental Principles. Suppliers are also expected to comply with all laws and other regulations in countries where they operate. They must also operate in such a way that there are no negative consequences for Four FM.

This responsibility covers the entire value chain in our business activities and includes our partners, suppliers and their subcontractors.

Compliance & Auditing

In order to evaluate compliance with this code of conduct, Four FM may conduct digital or on-site audits of suppliers and their subcontractors. The supplier shall maintain appropriate records to demonstrate compliance and shall be able to provide reasonable information when requested by Four FM.

If the requirements in this code of conduct are not met by a supplier, the parties will discuss corrective actions through an open dialogue. The supplier shall do its utmost to implement corrective actions as soon as possible, and it shall inform Four FM about any such actions. Violation of the code of conduct will be considered a significant breach of contract which may result in the termination of the contract and exclusion as a qualified supplier to Four FM.

Four FM's Principles

Labor & Human Rights

Four FM are against all type of forced labor. The supplier shall not engage in modern slavery related activities, such as using force, threats or deception to get a person to work;

destroying or otherwise denying access to an employee's identity or immigration documents; charging employees recruitment fees; and failing to provide an employment contract.

The supplier shall not engage in, or benefit from, the use of child labor, in accordance with the ILO convention 138.

Suppliers shall not discriminate against any employee based on race, color, age, gender, sexual orientation, ethnicity, disability, religion, political affiliation, union membership, national origin, or marital status in hiring and employment practices such as applications for employment, promotions, rewards, access to training, job assignments, wages, benefits, discipline, and termination. Suppliers shall commit to a workplace free of harassment and discrimination. Suppliers shall not threaten employees with, or subject them to harsh or inhumane treatment, including but not limited to sexual harassment, mental and physical coercion, and verbal abuse.

The supplier shall recognize and respect the right of employees to freely associate, organize and bargain collectively in accordance with the laws of the countries in which they are employed. Recognize the importance of open communication and direct engagement between employees and management. Allow employees to appoint independent work representatives and communicate openly with management regarding working conditions without fear of harassment, intimidation, penalty, interference or reprisal. Reversely, those employees who choose not to participate in workers' associations shall be respected for their choice.

Four FM expects the supplier to compensate employees fairly and, as a minimum, to comply with legal minimum standards. Working hours shall comply with national laws.

Health & safety is one of Four FM's most important aspects. Suppliers shall commit to creating safe working conditions and a healthy work environment for all their employees.

The supplier shall:

- ✓ Identify and assess health and safety risks, and minimize their impact, by implementing emergency plans and response procedures.
- ✓ Ensure that all employees are protected from exposure to potential health and safety hazards.
- ✓ Ensure that hazard identification, risk assessment and determination of necessary control measures are in place.
- ✓ Ensure that relevant and functioning personal protective equipment is provided, free of charge, to all employees.
- ✓ Implement procedures and systems to manage, track and report occupational incidents and accidents.
- ✓ Ensure that relevant first aid kits are easily accessible, and that employees with training in first aid are available.

- ✓ Ensure that employees do not work under the influence of drugs and/or alcohol.

Environment

Supplier shall commit to reducing its environmental impact and work in accordance with ISO 14001. The program on environmental responsibility shall at least include:

- ✓ Chemical and hazardous material management
- ✓ Waste management
- ✓ Emissions to air
- ✓ Ground contamination
- ✓ Energy efficiency
- ✓ Water consumption
- ✓ Transport & travel

Business Ethics & Anti-Corruption

Suppliers shall not violate any international anti-corruption conventions, and applicable anti-corruption laws and regulations of the countries in which they operate. The supplier must refrain from all forms of corruption, extortion and bribery, and specifically ensure that all payments or other benefits offered or made to public officials, private sector employees or any other party comply with applicable anti-corruption laws and regulations.

Suppliers shall maintain a high ethical standard, above all in accordance with this Code of Conduct for Suppliers and good business practice.

Four FM expects the supplier to properly handle sensitive information, including confidential, proprietary and personal information. Information should not be used for any other purpose than for which it was provided.

The eight fundamental ILO conventions are:

1. No. 29 Forced labour
2. No. 87 Freedom of association and protection of the right to organize.
3. No. 98 Right to organize and collective bargaining.
4. No. 100 Equal remuneration
5. No. 105 Abolition of forced labour
6. No. 111 Discrimination (employment and occupation)
7. No. 138 Minimum age
8. No. 182 Worst forms of child labour

o We accept the Code of conduct.

o We do not accept the Code of conduct.

Name:

Company:

Date:
