



Code of Conduct

“A comprehensive and summary document that includes all BO's Policy's”

- **Plan for organizational and social work environment**
- **Privacy and data protection policy**
- **Working environment policy**
- **Health and safety policy**
- **Environment policy**
- **Policy and procedures for Crisis Management**

Code of Conduct

Plan for organizational and social work environment

Introduction

The new regulation AFS 2015: 4 is a direct response to the increasing number of ill health in society linked to our workplaces. In a survey conducted by the Swedish Work Environment Authority, it was reported that social and organizational factors in 2014 were the second most common cause of reported occupational diseases. This is an increase of 70 per cent since 2010 and means that just over a third of all reported occupational diseases are linked to social and organizational factors.

Stress and burnout associated with organizational and social environment often arise due to high workload combined with lack of communication and internal rules of play for how we work in our organization at BO Industriservice AB. AFS 2015: 4 clarifies the responsibility that we as an employer must carry out systematic work environment work.

We believe that working with these types of issues in the long run promotes our productivity and creativity in organization one. We also believe that the sickness rate is falling and thus the costs associated with this. Thus, it will be a benefit, both for individual employees and the organization as a whole, to work proactively and systematically.

That is why we at BO:

Work for a working environment based on all people 's equal value. All of our employees at BO must feel commitment, security and job satisfaction and have the same rights, obligations and opportunities regardless of gender, gender identity or expression, age, sexual orientation, disability, ethnic affiliation, religion or other beliefs.

We should also be perceived as an employer with a good working climate, good conditions for organizational efficiency, where we contribute to equality and equality. We see the active work for good working climate and good organizational efficiency, created by equality and gender equality as an important competitive advantage.

BO must ensure that mental illness and excessive workloads are non-existent or are handled promptly. One factor affecting mental ill-health is access to information and knowledge. BO has as a routine to always introduce our new employees partly in our own routines and policies but also the workplace routines, safety regulations and policies. In practice, this is done on site at the customer where the CEO or the safety representative is with and together with the customer introduces the employee. After an initial introduction, a longer introduction of the customer takes place, where BO's employees gain knowledge and knowledge of procedures that apply on site.

For BO Industriservice AB, we have a work environment responsibility fully for our employees. But at the same time, we share the same responsibility with our customers in accordance with the Working Environment Act, Chapter 3, Section 12

In essence, BO Industriservice AB applies a plan for working environment. Below is the company's special plan for organizational and social work environment according to AFS 2015:4.

General background

BO Industriservice consists of 40 employees and 6 hired sub-consultants. The company's administration is based in Molkom. The gender distribution is 97.5% men and 2.5% women within the company. But in the workplaces, there is a mix of men and women where the main focus of

tradition lies on the male side. BO works actively by trying to recruit women. This is mainly done through recruitment visits to current educational platforms.

Our staff is based on the respective workplace. The workplaces are:

Södertälje Scania, AstraZeneca

Jordbro Coca-Cola

Stockholm Stockholm water

Köping Volvo Powertrain, GKN Driveline

Eskilstuna Volvo CE

Oskarshamn Scania

Nyköping Eberspächer

Skovde Volvo Cars, Volvo powertrain

Floby Amtek

Gothenburg Volvo Cars

Munkfors Voestalpine

Karlstad RZ Zampart

Grums Billerud Korsnäs

Purpose

This plan is drawn up with a view to clarifying the responsibilities of various executives in the general work to counter abusive discrimination based on the grounds of discrimination. The plan also aims to alert and manage any unhealthy workload for BO's employees at the various locations.

Goal

- An operation where all employees are free from **abusive discrimination - bullying.**
- A business where the employer, together with the customer, identifies and takes action against risks that can lead to an unhealthy workload.
- BO expects all employees to contribute to a good psychosocial work environment and a good working climate
- **BO's employees should never ridicule, downplay, or harass others and must intervene if an employee is subject to violation.**
- BO 's management must actively contribute to employees' professional and personal development by systematically feedback, being open, giving feedback and listening to employees
- **At BO, no one should be unfairly disadvantaged when it comes to employment, duties, promotion, education, terms of employment / wages and benefits, termination, or relocation.**

- **BO sees the union host as a natural partner and encourages its employees to join the union of their choice. All employees at BO have the freedom of association which includes free collective bargaining. BO are affiliated with the trade union that applies in the industry where BO operates**
- **BO does NOT tolerate child labor in its chain of cooperation with other actors. When we hire, we do a background check to make sure of age and that there is a work permit or that the candidate is a Swedish citizen**
- **BO does not tolerate slave-like working methods or any form of compulsory work in its chain of cooperation with other actors. BO do not tolerate human trafficking and when we hire, we do a background check to make sure of age and that there is a work permit or that the candidate is a Swedish citizen**
- **BO organize training for our employees on all our policy's including working conditions and human rights and business ethics once in a year. We communicate our "Code of Conduct" through mail and other info channels like as a brochure or Compendium, which is a comprehensive and summary of all BO:s policy documents. The "Code of Conduct" document includes all relevant information for our customers**

Business ethics corruption, extortions, bribery and conflicts of interest

BO Industriservice AB will do business in an open way to show that they are an honest and reliable partner.

Furthermore, BO shall conduct operations in a way that avoids situations were private, financial, or other external **conflicts of interest** with the work responsibility of the employee. BO should also at all obvious times distance itself from and avoid **corruption, extortion and bribery**. It applies in both directions. BO and its employees should never put the customer in a situation where it can be suspected that BO's employees may bribe, extort or be considered corrupt.

At the same time, BO's employees should never put themselves in a situation where they can be suspected of receiving bribes or can be regarded as corrupt in other ways.

Any situation where one of the BO: employed or professional contracted by BO, may have a personal interest of any nature or kind of the customer's business or any other kind of economic ties with the customer, must immediately this be reported to the BO's leadership through customary reporting channels.

BO should respect and comply with all applicable portions of **fair trade, competition and antitrust laws and regulations and must not have any anti-competitive discussions or enter into any anti-competitive agreements, including illegal price fixing, market, sharing or a draw illegal a practice, at any level of the production or distribution chain.**

BO encourages whistleblowing and protection against retaliation. BO's employees can at any time exercise their right to whistleblowing and can then use our customers and the union as recipients of whistleblowing. The unions support whistleblowing and the social partners agree that the function is important and relevant.

BO have accurate records and find financial responsibility very important.

BO manage at least once in a month a disclosure of information regarding the company's situation and our customers situation and needs.

BO protect its intellectual property in different ways.

BO continuously assesses its own and others' business ethics and corruption risk.

Data integrity

When BO holds personal information about individuals, Supplier or employees will STAY protected and take appropriate measures to protect from misuse of the information. All applicable privacy protection laws also, as the contract terms must be observed in the collection, storage, use, processing or sharing of personal information about individuals.

BO continuously assesses the data integrity (GDPR) of our employees as well as our partners and customers.

1 Offensive treatment

Definition of discrimination

The definition below is provided on the Discrimination Ombudsman's (DO) website:

A simplified description of discrimination under the Discrimination Act means that someone is disadvantaged or offended. The disadvantage or violation must be linked to one of the seven grounds for discrimination. Discrimination can be direct or indirect. Lack of access, harassment, sexual harassment, and instructions to discriminate are also forms of discrimination.

The grounds for discrimination DO (The Swedish Discrimination authority) indicate on its website as below.

gender, cross-gender identity or expression, ethnic affiliation, religion or other beliefs, disability, sexual orientation, and age.

Risks

1 Unclear regarding distribution of work, expectations of performance and working methods.

2 High workloads

3 Conflicts

4 Reorganization of rationalizations and restructuring which can lead to insecurity and competitive relations between employees.

Signals and signs of abusive discrimination can be.

1 Collaborative difficulties

2 Personal conflicts

3 Searching for scapegoats.

4 Working climates characterized by printed mood.

5 A jargon or joke that everyone is not comfortable with

6 High sick leave

7 High staff turnovers

8 Decreasing efficiency or productivity

Measures and responsibilities

Measure

Employer

Worker

Other

Non-discriminatory recruitment

Recruitment is based on merit and merit without regard to any of the grounds for discrimination.

Indicate up felt shortcomings for boss one.

Happens during all recruitment.

Non-discriminatory salary setting

Wage and benefits shall be based on merit and earnings from employment and wages and benefits review. BO has to follow the agreement we are affiliated with in the Swedish labor market. The parties have an agreement where wages and benefits are updated and listed every year.

Indicate perceived shortcomings in the wages and benefit setting for manager one.

Revised annually.

Intervention against all forms of discrimination and abusive treatment

The nearest manager will investigate and, if necessary, take measures that affect the personnel involved.

Reports without delay experienced misunderstandings to the nearest manager, safety representative or supervisor manager at the customer.

Coordination is always done with the customer.

Language use and behavior that does not risk discriminating against anyone in the workplace. The

CEO should be a role model and point out shortcomings to adhere to a healthy work climate for the employees.

Claiming each other about language or behavior risks offending someone based on the grounds of discrimination.

Coordination takes place with the customer.

Training in issues based on the grounds of discrimination.

Organized for staff.

Report needs to the nearest manager and participate.

Coordination takes place with the customer's educational efforts.

The routine of abusive discrimination, harrassment and unhealthy workload should be:

1 Indict the manager, the safety representative and the client's work management. The person receiving the notification, or the alleged incident shall have the knowledge and ability to take immediate action if necessary. At BO Industriservice AB, it is the CEO or the safety representative in the first place. Alternatively, work management at the customer.

2 The information given is initially handled with care and kept in a limited circle in order to make an initial assessment of the situation and analyze how the process should proceed. For example, whether to proceed with calls internally or if external actors are to be interfered with.

3 If necessary, the CEO or safety representative must cooperate with the customer's work management and within a week, give feedback to the employee in question. Stakes must be initiated within two weeks if the situation is not acute. If the situation is urgent, measures are immediately taken by the CEO or the safety representative.

2 Unhealthy workloads

BO Industriservice AB is constantly working with customers to adapt the requirements of the work to existing resources in the form of time and staff in order to avoid an unhealthy workload. Our main tool there is to have a continuous dialogue with our employees and customers. To systematize work environment work. As a result, we strive to quickly identify the risks and try to follow the method below. **BO has to follow the agreement we are affiliated with in the Swedish labor market. The basis of our agreement with the trade union organization is that an employee works 40 hours / week. In other respects, the employee's working hours are regulated in accordance with an agreed working time agreement between the parties. BO and the trade union organization annually follow up all overtime that the employees perform and check that it does not exceed the decided level.**

Risks

- 1 Unclear expectations of work performance
- 2 Stresses generated by threats and risks of violence.
- 3 Physical damage in the factory environment
- 4 Demanding contacts (not so common)
- 5 Requirements generated by complex IT systems.
- 6 Large workload, high work rate, shift work, night work.
- 7 Constant changes
- 8 Unclear and / or lack of leadership

Working methods for identifying and managing the risks are:

- 1 Examine workload.
- 2 Risk assessment accession
- 3 Remedy
- 4 Follow the steps.

Investigate workload is done by:

- 1 Survey surveys
- 2 Employee interviews
- 3 Visits to the respective workplace
- 4 Contact and follow- up with the customer about the employees and their local work environment.
- 5 Telephone and email contact with employees and customers
- 6 Local View collections work site meetings combined with social.

Risk assessment accession

During the risk assessment, we ask four questions to assess whether the risks are serious or not.

- 1 Can the risks have serious consequences?
- 2 Is there a high probability of this occurring?
- 3 Is there an imbalance between requirements and resources?
- 4 How long has the period of high workload and imbalance lasted?

Clearing

Once the most significant risks have been identified, BO together with the customer shall remedy the risks where possible and reasonable. The work routines of BO's customers are well functioning and detailed in their design. There are risk analyzes at each workplace in which our employees are trained and monitored. But, of course, there are incidents that we manage to evaluate and remedy together with the customer.

Follow the steps.

Follow-up is done through discussions with the employees and the customer on site. Often there are relatively simple and quick adjustments one can make to eliminate a problem or a risk.

If the risk is about too high a tempo of work and too high a workload, we take an in-depth discussion with the customer in each case and see how we can adjust or change working hours or shift times. Customers have well-designed e systematic work environment systems in which our staff participate and are part of. A close communication and dialogue with the customer eliminate and / or prevents most often unhealthy at the workplace.

BO will follow up its and the customer's business with further questionnaires to get a more long-term view of how we can develop our already functioning systematic work environment routines, thus eliminating the risks to employees.

BO will also annually follow up our systematic work environment work and document the same.

Privacy and data protection policy - employees

This Privacy and data protection Policy applies to people who are job seekers or employees.

As for the policy

This Privacy Policy regulates how we collect and process personal data to be able to complete recruitment matters, ongoing employment relationships and terminated employment relationships.

When does not apply to the policy

Personal data processed prior to recruitment on websites that are not owned by us or under our control is not covered by this policy unless we have commissioned an external party to process personal data on our behalf.

The purposes of processing personal data

Personal data is processed only for the purposes and purposes described in this Privacy Policy. We process jobseekers 'and employees' personal data in order to:

- (a) administer our relationship with jobseekers and employees
- (b) handle any cases of alleged discrimination, handle disputes and conduct negotiations.

Personal information

By approving this Privacy Policy, jobseekers and employees agree that we process their personal information in accordance with this Privacy Policy. If they do not agree to such processing, they will not provide us with personal information. Below is information about what kind of personal data we process and how we may receive / collect this information.

Job seekers

The personal information we process about jobseekers is based on the information they themselves provide to us via our own website or through contact with us or one of our suppliers. We will not process their personal data without their first consent by accepting our Privacy Policy.

The personal data we may process about them include name, address, e-mail address, social security number, grades, certificates, education and work experience, photography, results from tests, information from background checks, results from drug tests, information from reference person (such as assessments and health, such as remarks about sick leave) as well as information that is necessary for following up a recruitment case.

In the event that they agree to be photographed or that they leave a photograph of themselves without a request from us, they agree that we process such a photograph.

In connection with the performance of tests, at the request of us, they may need to approve additional conditions for the processing of their personal data.

In recruitments that impose security requirements on people, we may in some cases need to perform background checks, credit checks, health checks and / or drug tests on them. Such checks may contain sensitive personal data about them and they will give a special consent before a background check, credit check, health check or a drug test is performed / is to be performed.

As part of a background check, we can ask them to submit an extract from the debit register. They themselves order such an extract from the relevant authority. It is always up to them to decide if they want to order a debit register extract. If they choose to resign, it can affect their chances of becoming eligible for the advertised position. The excerpt will be opened by them together with us. The information in a debit register extract is handled with the utmost confidentiality and will never be processed by us.

It may also be necessary for us in certain situations to obtain your approval to request credit information through an external credit information company.

We may also ask them to provide additional personal information, but in such cases they will specifically approve this. Personal data provided / processed through special approval will also be covered by this Privacy Policy.

Employees

The personal information we will process about them consists of, in addition to the information specified in the section Jobseekers, including contact information for relatives, salary and account information.

We may also need to process sensitive personal data about them, such as data about their health. For example, health information may need to be processed in order for us to be able to fulfill our obligations as employers.

Saving personal data

How long a personal data is stored depends on the personal data in question and the purpose of its processing. As a general rule, we will save personal data relating to:

- (a) information related to the application and recruitment process, during the current year for the most recent activity and thereafter for two (2) years;
- (b) employment contracts, during the current year and thereafter ten (10) years;
- (c) information on business events, such as information on time reports, participants, assignments, wages and benefits, invoice, declarations, financial statements, during the contract period and thereafter for ten (10) years; and
- (d) control information, until our pension commitments have expired.

We will also disclose personal information that we are required to do in accordance with applicable law, court order or similar action.

Working Environment policy

With us at BO Industriservice AB is the following important from a working environment perspective:

Regulations and local rules for each workplace must be followed.

Risk assessments should be done regularly, especially during new work tasks.

The employees participate in the local protection round at each workplace.

For each workplace there are instruction for event of fire and there is an evacuation plan. These routines are followed up on an ongoing basis by the safety patrol at each workplace.

For each machine and workplace, safety routines and rules are reviewed regularly.

In cases when chemicals are used, safety data sheets and instruction are available at the workplace.

To develop a good and considerate dialogue within the working group and with the leadership.

Safety must always be observed at each workplace.

B-O ensures that employees use the necessary personal protective equipment, courses, and certificates by regularly updating what is required for the task. B-O regularly is updated by the brochures "To choose personal protective equipment" from the Swedish Work Environment Authority.

Systematics is central and important in the work environment work.

The goal is an injury-free business where the dangers and risks of ill health at work are noticed and addressed effectively.

That is why we work with the working environment at BO as follows:

-We pay attention to and address risks in our daily work.

-We follow up that work environment rules that affect the business are complied with through close contact with our customers.

-We ensure that the work environment work is carried out as decided by good routines, clear responsibility for the distribution of work environment data and continuous improvements in all parts.

-We regularly monitor that everyone has the necessary knowledge, resources, and powers to live up to their individual responsibility for the work environment

-We examine the working environment at least six times a year through safety rounds.

-We investigate ill-health, accidents, and incidents to avoid repetition

-We have regular workplace meetings where we discuss the business in its entirety including the work environment issues. This is done by visiting each workplace.

Generally

-The employees participate in the systematic work environment work at each workplace.

-The routines for the systematic work environment work include rounds of protection at each workplace according to the local routines. In the office, the rounds are conducted every two months. Since there are no more than 10 employees in the office, BO has chosen not to document the routines (rounds of protection).

-The division of tasks exists where the safety officer has the authority to take measures to investigate working conditions, assess the risks and carry out checks to ensure that they are able to. The measures taken have yielded desirable results in operations.

-Knowledge and routines as well as possible. Instructions on risks at work can be found at the respective workplace.

-Written instructions for work involving serious risks can be found at the respective workplace.

-Prior to any significant changes in the business, management examines what risks of ill health or accidents exist and can be prevented. This is done through conversations and dialogue with the parties concerned.

-If accidents, incidents, or ill-health occur in the business, the management together with the parties concerned will draw up an action plan which will indicate what measures are taken and who is responsible for their implementation.

-Once a year, an evaluation of the work environment and how it can be improved according to the standing routines at the respective workplace is carried out.

Health and Safety policy

More about how BO views health and safety can be read under the heading work environment

Routines first aid and fire.

Purpose

The purpose of this routine is to create a preparedness for quickly dealing with employees who suffer from accidents or rapid illness. Rapid relief efforts can be absolutely vital.

Extent

The whole company is covered by the routine. Some of the specific tasks described above have been distributed in the document to those responsible for the emergency response group.

Routine Description

Prevention

Operational risks are managed in the systematic work environment work at the relevant workplace. First-aid equipment such as grants, dressers, eye and emergency showers, and cardiac starters are controlled and maintained by first-aid workers in the workplace. The workplace supervisor is responsible for informing all staff about this routine and setting up appropriations about where the first aid equipment is located, who can provide first aid and more. In addition, supervisors are responsible for ensuring that first-aid workers receive adequate training in L-ABC, on special equipment such as cardiac starters, including practical exercises and that the knowledge is kept up to date.

Action in case of an accident

First Aid provides first aid according to L-ABC.

The first helper alerts 112 and the responsible manager in the field of protection.

The responsible manager in the protection area secures the workplace and controls / ensures that alarm 112.

The responsible manager informs the HR manager and BO Industriservice AB if necessary.

The Head of Personnel or BO Industriservice contacts the occupational health services and their relatives.

The Head of Personnel and BO Industriservice AB inform the company management and staff if necessary, in accordance with "Routine for crisis management". See above in the document.

Occupational health care takes care of those who were involved in the event and ensures that crisis support is arranged if necessary, according to the crisis management procedure above.

Action in case of fire and evacuation

Checklist in case of fire and evacuation

Rescue

1. Rescue first those who are in acute danger implemented.
2. Alarm the rescue service through the fire alarm button or by telephone 112, if the alarm has not already gone off, (normally there is an automatic fire alarm).
3. Alert the nearest senior manager.

Briefly announce:

1. Where it is burning
2. If trapped.
3. What is burning.

Alarm:

- Warn everyone who is threatened by fire or danger.
- Try to extinguish if it is deemed possible.
- Evacuate via the nearest escape route (exit or emergency exit).
Do not use elevators.
- Decide who will meet the rescue service.
- Close doors to limit the fire if possible.
- Avoid passing smoke-filled rooms. Where crawl is necessary - go squatting or crawling
- Collection point Evacuation must take place to the collection point.

Appointed for each department ensures that all employees who were in the building have left. If there is a risk of environmental impact to air, soil, and water - contact the environmental office immediately and the environmental coordinator, see telephone list.

Reports

The Head of Personnel or BO Industriservice AB will immediately notify the Swedish Work Environment Authority of accidents or other harmful effects in the work that have resulted in death or serious injury or have injured several people at the same time. The application is made on www.anmalarbetskada.se. (Incidents that have posed a serious danger to life or health should also be reported to the Swedish Work Environment Authority). Furthermore, the Human Resources Manager or BO Industriservice reports all work injuries to the Swedish Social Insurance Agency at www.anmalarbetskada.se.

Further action

Responsible manager in the field of protection or BO Industriservice is responsible for investigating the accident.

Responsibility

Overall responsibility for routine one has CEO.

Environmental policy

Environmental policy and sourcing of raw materials and waste reduction

BO Industriservice AB should be a company that strives for a better environment by constantly evaluating what we do based on its environmental impact.

We see active environmental work as a competitive advantage.

We comply with applicable environmental legislation and other regulations governing environmental work.

BO's leadership over sustainability resources is focused on reducing waste, fuels, chemicals and reducing energy consumption in the property. Since BO has no production, we do not need to take into account the operation of machines. BO always buys environmentally certified vehicles and office supplies.

We shall therefore

- increase knowledge and raise awareness of environmental issues among all employees
- influence, demand and collaborate with other companies, suppliers, authorities, and organizations
- see environmental improvement measures such as investments
- Prevent pollution in air, soil, and water by considering the environmental impact of what we do
- constantly developing the utilization of our resources within the company.

Environmental organization

From 140722, environmental issues are run by an environmental manager, Thomas Braunerhielm. The environmental responsible increases coordination and integration in the business and with our suppliers. Our environmental work includes projects and activities related to all activities in the company. In the long term, to achieve harmonization and standardization of our quality work, integration is ongoing in connection with our business development. Through continuous staff meetings, discussions with customers and suppliers, we can help to move the environmental work forward throughout the company.

Action plan

We have drawn up an action plan based on our objective. The Action Plan includes:

Source sorting of waste

We sort our waste and leave paper for recycling.

Energy saving measures.

Chemical management

An established goal is to increase the use of computers and adequate software to reduce paper usage to disseminate information to staff, customers, and suppliers. The company uses CFLs in lighting fixtures where possible. Every year, we also report energy consumption in our premises to Statistics Sweden, thus monitoring consumption and taking measures to reduce both costs and environmental impact.

Once in a year we check and streamlines our air quality and water quality and consumption.

Since BO has no production, the air is similar to that found in office premises. BO has equipped its premises with an energy-saving air source heat pump.

BO's water quality we can not control as we get our water from Karlstad municipality's waterworks.

We can control BO's water consumption and since we have no production, water consumption only consists of household-like consumption. So our water consumption is at a minimal level and is measured and checked every year by Karlstad municipality, which is stated on the water invoice

Responsible chemical management

BO have a responsible chemical management in our operations. We choose environmentally friendly chemical alternatives as much as possible. The chemicals that are not allowed to be thrown in combustible waste or be flushed out in the municipality's sewers are handed in to the recycling center. We environmentally training regularly by checking the municipality's list of chemicals to be returned and encourages our staff to stay up to date concerning care of the environment.

We only buy environmentally friendly, eco-labeled and certified chemicals from our suppliers. Our main supplier in this respect is Swedol.

Responsible environmentally friendly purchases

A set goal is to always consider environmental aspects when purchasing and sourcing of raw materials and products used in the business, from vehicles, fuels, and various means to copy paper and pens. This has led to a transition to more environmentally adapted products.

Responsible environmental requirements for our products and services

The products and services we market must be made of materials that can be recycled or Recycled NEN materials where possible.

Responsible environmental requirements for our suppliers

One of the company's environmental goals is to influence our main suppliers to always take environmental aspects into account in their production and operations.

Use of the best possible fuel and reduced fuel consumption.

One of the environmental goals set for the business prescribes the best possible fuel and demands for measures to reduce fuel consumption.

Responsible environmental information and training for employees, customers, and suppliers

All employees in the business must know about the company's environmental goals. This is regularly followed up by information to the staff. Through oral and written communication, our customers are informed of our ongoing environmental work. With our suppliers, we have an ongoing dialogue about environmental improvement measures.

Once in a year we conduct training for our employees on all policy's and environmental policy.

Policy and procedures for Crisis Management

BO Industrial Service policy and procedures for Crisis Management - deaths - more serious work accidents - serious incidents and first aid

BO Industriservice AB's policy is to:

- Actively be prepared to deal with any crisis situations that arise
- Continuously ensure that first aid equipment is available and in good condition
- Continuously ensure that staff have knowledge of how to use first aid equipment
- Continuously ensure that staff are trained for their part in the work on crisis situations and first aid
- Continuously ensure that staff have knowledge of the action plans available for different situations

1 Call for help

First, help the affected person. Give first aid. Then call-in healthcare personnel internally at the workplace or call 112.

2 Alarm 112 and **geno** will evacuate if possible.

Alarm required assistance in the form of fire brigade, ambulance, and police. When you call, be sure to inform about the following:

Your name

From where you call, be able to describe the route for emergency vehicles.

Type of accident

Number of injured persons

Type of injury or inconvenience

3 Call the emergency response group.

The emergency response group is convened. The group consists of BO's CEO, Stefan Blomqvist, 0705-817593 and the business developer at BO, 0705-817594. Staff may be called in from occupational health care in connection with the workplace.

4 Distribute tasks.

The emergency preparedness group distributes the tasks and informs who gives information both internally and externally.

5 Lock off.

It is important that fencing is done as soon as possible. This is to create peace and quiet around the accident site for both the affected and those who help. Facilitate police work by not changing anything on the site. The fence must also be made so that it is easy for the emergency services to arrive at the scene of the accident. Make sure someone meets and shows the way for rescue personnel.

6 Internal information

Most important of all information is that it is treated equally. The same information should be given regardless of who gives it or to whom. Everything else only causes confusion. That is why it is of the utmost importance that all information is given by a person, or that those who give it have talked together before the information is released. Depending on the nature or geographical distribution, the information can be divided into two separate parts. First, the closest workmates are informed. The staff is then fully informed. The information is provided by BO's CEO, Stefan Blomqvist or the business developer at BO or by the two appointed persons.

7 Contact the affected person.

Relatives of the affected person are contacted by a designated person. Usually by BO's CEO, Stefan Blomqvist, or the business developer at BO. If the accident is serious, someone from the emergency team should accompany the family member to the hospital.

8 Inform the media.

In the same way as for internal information, all information is given in a uniform manner. The best thing is if a person is appointed to handle all external information and that everyone refers to that person. That person is BO's CEO, Stefan Blomqvist, or the business developer at BO.

9 Notify the Swedish Work Environment Authority

According to the Work Environment Act and the Work Environment Ordinance, notification of the incident to the Work Environment Inspection must be done promptly.

This should happen if the accident occurs.

- Caused death
- More serious personal injury
- A minor injury that affected several employees at the same time

The notification is made promptly through a telephone call and through the Swedish Work Environment Authority's website.

10 Crisis support

After an event, it is important to talk about what happened. The level and extent of the calls are determined by the emergency response group. This can be anything from companion support to debriefing with convened experts.

Death

If there are deaths on or in connection with the company or where the company has its business and where the company's staff have their workplaces, it is important that things are done in the right order and in the right way. The relatives should be the ones who get the information first. If the deceased comes from another country and if linguistic constraints prevail, an interpreter should be called. Various cultural differences should be considered in the process.

1 Relatives

The CEO, Stefan Blomqvist or BO's business developer, may, in conjunction with the police, personally report the death. Coordination must be done with the police before the message is given.

The emergency preparedness group contacts someone who is used to dealing with crises in their profession, such as a corporate health curator or a priest.

Communicating a message about someone's death to a relative is an important task. This should be done with care and BO Industriservice AB should have considered the following points.

- Personal contact. Do not leave the message by phone or otherwise.
- Mental preparation before the call is of the utmost importance. The message is left in a suitable environment. The environment should be calm and secluded.
- Open, honest, and direct communication
- Time to listen
- Good time for the call and let it take the time needed
- Prepare and offer support calls for relatives, for example at a priest or occupational health care.

2 Flagging

Flagging on half bar should be done the same day or the day after the death. Flagging should never be done before relatives are informed.

3 The staff

All affected personnel are gathered and informed of what has happened. BO should consider that what the staff cannot hear can easily create a rumor spread.

4 Memory

If a memorial is to be conducted over a departed workmate, the following should be considered when implementing it.

- The family should be informed and informed before commemorative decision is made
- The remembrance time should take place the day after the death
- If possible, the memorial should take place in a separate room
- The memorial time should be held by any manager of the dead
- Candles and flowers should be placed on a table in front of the audience
- A few words about the dead person should be said
- Music can be played as the beginning and end of the memory

5 Names are removed in appropriate places.

In order not to be incorrectly reminded of the deceased, the name must be removed in the public places where it occurred (printed matter, telephone lists, changing cabinets, toolboxes, websites, posters etc.)

6 Continued support for relatives and employees

BO Industriservice AB emphasizes the importance of continuing to provide support to the family of the deceased and his / her working colleagues when needed and wishes. It strengthens relationships and provides security for the employees who remain in the workplace.

Security Officer CEO

Thomas Braunerhielm Stefan Blomqvist

