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Toward more sustainable business travel

Forenom provides solutions for modern travelling. For businesses, we offer tailor-made, timely, and cost-efficient solutions for their accommodation needs, and we want to make our guests’ stay easy, so they can feel at home. Our offering combines the convenience of tailored services with the comfort and freedom of a well-furnished apartment.

As a forward-looking force in the hospitality industry, we must constantly evolve to accommodate new market segments and trends in travel. The trends that Forenom responds to include increased global workforce mobility, growing demand for longer-term stays and the desire for home-like accommodations. Frequent and long-term travelers in particular have shown increased interest in serviced apartments as opposed to traditional hotels, as they offer more space and freedom, much like a home, as well as the option for easier, healthier and less costly dining. For companies, our service offers cost and time savings, while ensuring the satisfaction and well-being of their employees.

While responding to these global trends and corporate needs, we must ensure we are doing so in an environmentally sustainable way. This includes our role in building sustainable cities and neighborhoods, both for our guests and the communities in which we operate. We acknowledge that our operations have an impact on the environment and

“Our responsibility as a partner is to find the most effective way to serve our customers, while minimizing our negative environmental and social impact.”
communities, which means that we are constantly looking for new ways to reduce our negative impact. As with every aspect of our business, our focus on responsibility is customer-oriented. We know our corporate customers wish to operate and consume responsibly while managing their costs effectively. This is why we consider it our responsibility as a partner to find the most effective way to serve our customers with a far-reaching and innovative service offering, while mitigating our negative environmental and social impact.

This document covers specific social and environmental issues that contribute to the sustainable development of Forenom Group and are of interest to our customers, stakeholders and communities. At the center of our sustainability work is efficiency, which we actively aim to increase. In 2019, our goal is to be 10% more efficient than in the previous year. We believe it will be beneficial not only for the environment but also for our customers. For us, efficiency means everyday decisions and acts toward a more sustainable business.

In addition to these important topics, we present our six everyday principles for more sustainable business accommodation.

We wanted to place our sustainability efforts in a broader perspective with the UN’s 17 global Sustainable Development Goals. At the end of 2018, we looked into how we can link our efforts even more clearly to these global goals. We address all 17 goals in one way or another, but we also wanted to select the ones that are the most relevant for our business and focus where we can make the biggest difference. Based on interviews and research inside our organization, we have decided to focus on four goals: Goal 8 – Decent Work and Economic Growth, Goal 7 – Affordable and Clean Energy, Goal 10 – Reduced Inequalities, and Goal 11 – Sustainable Cities and Communities.

I hope you enjoy reading about how we’re working toward more sustainable business travel. Please get in touch for more information.

We also welcome the opportunity to discuss how we can help you meet your objectives for sustainable business accommodation.

This document will be updated every year. These guidelines have been approved by Forenom’s Board of Directors on January 2019.

Johannes Kangas
CEO – Forenom
In 2015, the United Nations (UN) agreed on a universal 2030 agenda for sustainable development that encourages countries to commit a set of 17 Sustainable Development Goals (SDGs). SDGs, otherwise known as the Global Goals, are a call to action to end poverty, protect the planet and ensure that all people enjoy peace and prosperity. As the SDGs and their targets offer the world a new direction, tourism and travel can also play a significant role in promoting sustainability. Most importantly, the SDGs provide guidance and support for corporations to take responsibility and action in society and the workplace.

Our commitment to global sustainability goals

Forenom intends to develop its CSR strategy by following the direction and framework provided by the UN’s 17 Global Sustainable Development Goals (SDGs). We aim to start development of our CSR strategy using four SDGs that are relevant to the accommodation business and that further contribute to sustainable tourism and travel.

A broader perspective

Goal 7: Affordable and Clean Energy

We intend to implement this theme throughout our properties by continuing to reduce overall energy use and increasing the share of green energy. Read more in section 6: Taking care of our environment.

Goal 8: Decent Work and Economic Growth

Forenom promotes sustained economic growth, higher levels of productivity and technological innovation. Our services can support natural business growth and future innovation by helping emerging businesses to accommodate their workforce efficiently. Forenom also encourages entrepreneurship and job creation. As an employer, we aim to expand and continue recruiting new talent. We estimate that we will double our job creation by 2025. Read more in section 4: Taking care of the people around us.

For more information about how we promote the fair treatment of people, please see attachment: Forenom Code of Conduct.

Goal 10: Reduced Inequalities

We embrace diversity in all its forms and see it as one of our biggest competitive advantages. We provide equal opportunities to our employees irrespective of their age, gender, race, religion, disability, origin or other status. We also encourage our global staff, guests, and business partners to respect each other and to be 100% themselves. Read more in section 5: Taking care of our employees.

Goal 11: Sustainable Cities and Communities

Urbanization brings challenges to city planning and management, and Forenom wants to be part of the solution. We help companies to create jobs and mobilize their workforce, without straining land and resources. We stand for travelers, long-term stays and mobile staff, and we aim to enhance the communities in which we operate and bring prosperity to these areas. Read more in section 4: Taking care of the people around us.
Our six Principles for Sustainable Business Accommodation

1. We avoid unnecessary new construction

We avoid unnecessary new construction by utilizing the existing capacity in the market whenever possible and renovate buildings rather than building new sites. Forenom properties are also designed efficiently and compactly. For instance, we save square meters for more spacious apartments and rooms by building small yet modern entrances and lobbies.

2. We maximize the usage of housing capacity

Our flexible housing solutions maximize the usage of housing capacity on the market, as companies and organizations have no need to buy or rent their own capacity to accommodate employees. This helps improve the availability of rental apartments while promoting the more sustainable use of housing capacity.

We also maximize the efficiency and usage of our capacity. We monitor the utilization of our properties in real time and minimize the risk of units sitting empty. In 2018, Forenom's total occupancy rate was 77% and in 2019 our goal is to maximize the utilization even further and achieve an 80% occupancy rate. One simple way to accomplish this is our webshop, which automatically recommends apartments and rooms that fill any gaps in our booking capacity.

3. We follow the one-visit principle

We offer over 7,000 accommodation options across the Nordic countries, so our apartment visits for cleaning and maintenance work have a significant accumulative impact on the environment. All of our employees follow the 'one-visit principle', which means that all maintenance and cleaning work in an apartment is carried out during a single visit and our staff’s driving routes are optimized to reduce environmental impact. We use digital and automatic key delivery to avoid unnecessary mileage or lost keys.

4. We work closely with our suppliers to ensure sustainable procurement

When choosing a supplier, we pay close attention to the company’s ethical choices, environmental certification and the greening of procurement processes. We continuously monitor and follow up with our suppliers on the fulfillment and implementation of Forenom Code of Conduct.

5. We optimize our water and energy usage

We are committed to reducing the use of natural resources, mainly water and energy. We clean the apartments only when necessary, allowing us to save water and energy by avoiding, among other things, unnecessary washing of linen. Electricity accounts for most of our energy consumption, so we are constantly looking for new solutions to reduce power consumption and increase the use of renewable energy. We want to actively monitor our electricity and water consumption and help our customers to use water and electricity in an environmentally friendly way.

6. We focus on serving flexible stays

Our strategic focus is to provide home-like accommodation solutions for companies that require length of stays of more than seven days. For example, the average length of stay in our serviced apartments is 60 days. By providing flexible stays in fully-furnished apartments, we endorse eco-efficiency, as companies have no need to rent or buy empty apartments and furnish them with single-use furniture. In fact, our solution allows companies to use and buy only what they need — for as long as they need it. Our fully-equipped kitchens also allow our guests to minimize their environmental footprint by cooking their own meals instead of going out to eat every day.
Taking care of the people around us

Since our customers are at the center of everything we do, our growth is always based on their need for new solutions and locations. We grow together with them to ensure our shared future is sustainable.

To achieve our growth target, we always focus on the importance of customer satisfaction. Our customers’ satisfaction is closely connected to our desire to help our guests feel at home in the community they are temporarily living in. For us, this means that we need to take care of the community and the people around us.

Sustainable growth

Forenom has always been ambitious, and still is. Our vision is to be the #1 accommodation provider for companies with a mobile workforce. We want to be the first choice for our corporate customers, who consider us their growth partner and are satisfied with our service every time. We support natural business growth and future innovation by helping businesses to accommodate their workforce efficiently.

Customer satisfaction is a clear priority for us. Suomen Asiakaskokemukset Oy measured the satisfaction of Forenom’s corporate customers in August 2018. Over 200 Forenom’s corporate customers in Finland participated in the survey. Forenom’s Net Promotion Score (NPS) was +45 (very good). A score above +50 is generally deemed excellent.

Our goal is to increase our business customer’s Net Promoter Score in all the countries we operate to 50.

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Forenom Net Promoter Score (NPS) in 2018
Our growth is derived from the increased accommodation needs of our customers. We seek out and open new properties or apartments in new locations only if there is demand for such growth. In this way, we are able to grow our business together with our customers and vice versa.

We can meet the needs of companies aiming to grow and expand in the Nordic countries. We enable companies of all sizes and budgets to attract new talent and mobilize their workforce. It is more convenient and cost-efficient for companies to accommodate employees in our temporary rental apartments than buying their own apartments and furnishing them. Our services give companies, organizations and universities the opportunity and flexibility to attract the best and the brightest talent from Bergen to New Delhi, and from students to business developers.

Reducing the pressure on the housing market

With the number of people living in cities projected to rise to 5 billion people by 2030, it’s important that efficient urban planning and management practices are in place to deal with the challenges brought by urbanization. Our services can help reduce the pressure on the housing market by offering a wider selection of housing and accommodation options. As a result, companies and organizations have less need to buy or rent their own capacity. Flexible housing options also improve the availability of housing as there are fewer apartments and homes sitting empty.
Our customers’ privacy

Our customers’ privacy is important to us, both at the place of accommodation and in the digital space. Our relationships with our customers are based on trust, integrity and our values. We don’t disclose any confidential customer information to third parties without the consent from the customer and we’re committed to protecting their privacy in the best possible way. We make sure we process their personal data transparently in accordance with applicable data protection laws and good privacy practices. We also emphasize accurate, timely and truthful communications with our customers.

Our privacy statement provides information on how we collect, process and protect our customers’ personal data in all our operations. Read our privacy statement in full here: forenom.com/privacy/

We are a Nordic-wide taxpayer

We are an established accommodation provider, with more than 25 offices in Finland, Sweden, Norway and Denmark. Our operations benefit local communities through taxes and salary payments. We are committed to ensure that Forenom Group observes all applicable tax laws, rules and regulations in the Nordic countries.

Forenom has been awarded the highest credit rating, triple-A.

In 2018, we were awarded the Strongest in Finland certificate – a clear indication of our sound financial standing, background information and good payment record.

Forenom has attained the “Reliable Partner” status, meaning that we compile a report on statutory information, including statutory accident insurances, applicable collective agreements and information on whether tax and employment pension obligations are fulfilled. This information is also publicly available at tilaajavastuu.fi.
Guest satisfaction
85% in 2018

85% of our guests and customers say that our service met their expectations. Our goal is that in 2021 over 92% of our guests and customers feel that our service meets their expectations. In addition to this, on average 79% of our customers said in 2018 that they would recommend Forenom to a friend.
We are part of the local community

We also see our guests as temporary residents in their new neighborhood, which is why we feel it is our responsibility to care for the well-being of not only our guests but also the greater community. We value the privacy and safety of the people around us.

Our guests are part of the local communities

Our guests often stay in the city for a longer period of time. This allows them to immerse themselves in the local culture and community. They have a unique opportunity to explore the city, go grocery shopping at the local convenience store and make their own meals, contributing to the growth of local businesses. We help our guests to adapt to their new neighborhood by providing information about Nordic culture and society. We also make sure that our guests are aware of our terms and conditions that support peaceful and friendly living.

We want to be the best neighbor in town

Our goal is to be the best neighbor in town. It is important to us and our guests to actively participate in the local communities. Our apartment buildings are renovated and appealing, and we make sure that our surroundings are tidy and welcoming. We reinvest in our residents and in our estates. In this way, we create the best possible living quarters for both our residents and our neighbors. We respect and prioritize our neighbor’s privacy and we are ready to react 24/7 to their calls.

We respect our neighbor’s privacy and react 24/7 to their calls.

Read more about how we serve Forenom neighbors: forenom.com/neighbors/

One of our goals is to enhance the cities in which we operate. For instance, with Forenom Aparthotel Oslo, we’re hoping our property will bring more business to nearby restaurants and shops. That’s why it’s important for us to create a good neighborhood for both our neighbors and guests. If our guests face any issues or disturbances during their stay, we have a 24/7 hotline for their assistance, which is something neighborhoods can’t normally provide.

– Jørgen Deunk, Area manager, Forenom Norway
Taking care of our employees

Our employees are our greatest and most valued asset, which enables us to deliver great customer satisfaction. For us, being number one in our industry also means being number one as a workplace. Our core values stand for bravery, being 100% open-minded and getting more done together. We also provide training and other opportunities for professional growth for our employees and promote lifelong learning.

Dedicated to equality in the workplace

Forenom is powered by people – both our own employees and carefully chosen business partners. We see our responsibility toward these different interest groups as the most important contributing factor to the healthy growth of our business. The motivation and job satisfaction of our employees is our top priority and a prerequisite for the best possible customer experience.

For us, it’s not only about showing empathy and friendliness toward our customers, but also toward colleagues and partners. We embrace diversity in all its forms and see it as one of our biggest competitive advantages. We encourage our global staff and business partners to respect each other and to be 100% themselves. Forenomians are all equally respected, regardless of their age, gender, religion, nationality, disability, culture or other status. In fact, many of our employees see workplace diversity as something to be extremely proud of.

Our Values

Our core values stand for bravery, being 100% open-minded and getting more done together. We believe together is better, and we inspire each other to achieve the best possible results.

THE BRAVE DO
- We love to create super simple solutions that are easy-to-use and cost-effective.
- We also enjoy challenging ourselves because it helps us find new ways to serve our customers.
- Our customers are at the center of everything we do – come rain or shine.

100% OPEN-MINDED
- We embrace diversity in all its forms and see it as one of our biggest competitive advantages.
- We also encourage our global staff to respect each other and to be 100% themselves.
- Our DNA is all about showing empathy and friendliness toward our colleagues, customers and partners.

TOGETHER IS BETTER
- We inspire each other to achieve the best possible and support one another.
- We only compete to find the best solution for our customers.
- Our customers love how we are always one-step ahead of the challenge because we’re already on it.

Forenom stats

Our staff is

- 56% women
- 44% men

Our staff ranges in age from

- 18 to 60

23 Languages spoken

Our employees say

- 74% say Forenom is going in the right direction*
- 75% would recommend Forenom as an employer*
- 77% enjoy Forenom’s culture*

*December 2018
"When we meet our clients, we don’t just tell them what we can offer, but instead start with analyzing their need of extended-stay accommodation. We ask a lot of open questions and only after that we can show them our solution. If the customer has a requirement that we immediately don’t know how to solve, we’re not afraid to go across borders to ask our colleagues in other teams, either here in Sweden or in other Forenom countries, to find the perfect solution for our client."

- Aliki Krantz
Director of Sales, Forenom Sweden

"I started in Forenom customer service in 2016 and informed my supervisor straight away of my interest in team leadership. One of the best things at Forenom is how employees are given opportunities to show what they are capable of. With my supervisor, we planned a career path for me and have been working toward it from day one. My professional growth has been supported by not just my supervisor but also my teammates and other colleagues. I was first promoted to coordinator and just recently I became the team lead for Finland’s customer service. I haven’t regretted joining Forenom for even a second!"

- Heini Savinen
Customer Service Manager, Forenom Finland

"Forenomians come from all over the world and we have a truly international culture here. In today’s Sweden, there are sadly those who have prejudice toward those who are different. But at Forenom, we welcome differences and are open-minded toward different religions and cultures, for instance. It’s important for me to be in a company that has strong values when it comes to equality. When some people feel that we’re not all equal, we must take a stand."

- Annika Öman
Property Project Director, Forenom Sweden

"The Brave do"

“100% Open minded”
My story at Forenom is a Cinderella story. I moved to Norway 3 years ago. I was educated in Poland, but I knew that in Norway I wouldn’t get a job that matched my degree. So I started as a cleaning lady, working 2 jobs, 16-hour days. Then I got an opportunity to grow in Forenom.

After 9 months, I was offered a position as a service coordinator, then as an operation manager, and recently I became a customer service manager! I was very shy when I first moved here, as I didn’t know the language or culture. But today, I love talking to people and I feel equal here! Now I’m Cinderella in the castle – and I am proud of myself.

– Aleksandra Kazala, Customer Service Manager, Forenom Norway

Learning at Forenom

Our mission is to listen to the needs of the business and create learning opportunities for all our employees. We update our education plan twice a year, during the spring and the fall. All our training courses and programs are held by experienced business leaders, both internal and external.

We want every Forenomian to be aware of their own learning style and to take an active role in shaping their own experiences. We create opportunities for employees to grow in their role and develop their skills, so they can reach their full potential.

Forenom Academy – Learn easy!

Forenom Academy is Forenom’s internal school for learning and development. Our mission is to maximize the potential of our greatest asset – our employees. To achieve this, we focus on offering diverse development opportunities to our entire Nordic workforce. We want to encourage all Forenomians to develop their skills and competences and to inspire each other to learn and share their knowledge.

In 2018 Academy focused especially on leadership training with our Leadership Program

“I participated in Forenom Academy’s first Leadership Program in 2018. During this training I learnt a lot about myself, my values and what is expected from me as one of the future leaders of our company. But above all, I found my own way to be a leader. For me this program was an important step toward leadership since during it I advanced on my career to a manager role.”

– Piia Järvenpää, Marketing Manager, Forenom Finland
Taking care of our environment

We believe that efficiency and sustainability can be achieved together. We believe that it is our responsibility to actively search for more environmentally friendly ways to run our business. For us, it means responsible sourcing as well as efficient use of resources.

**Responsible Sourcing**

Our suppliers are important part of our business and our total supply chain. However, due to the fact that we make a significant part of our service production – for instance, cleaning and maintenance with our own staff – outsourcing plays a relatively small role in our procurement operations. For us, it's important to work closely with our suppliers to ensure sustainable procurement. We pay close attention to the company’s ethical choices, environmental certification and sustainability goals.

Our suppliers are expected to conduct their business in compliance with the same high legal, ethical, environmental and employee-related standards Forenom itself is adhering to. We take reasonable efforts to work only with suppliers or service providers who themselves enhance international human rights and environmental laws and practices. Forenom commits to observing the ethical performance of its suppliers and will take immediate needed steps in cases where the ethical performance of its suppliers comes into question.

**Environmentally friendly carpets for years to come**

In communal spaces, we use durable rental carpets that are inspected in the laundry and repaired if necessary to extend their lifecycle. Our supplier also uses optimized transport routes and water management tools to reduce carbon footprint.

Our cleaners use Swan label cleaning products. The Swan is the official Nordic Ecolabel, which demonstrates that a product is a good environmental choice.
Efficient use of resources

Cleaner, more sustainable power

Electricity is a major part of our energy consumption, so we pay attention to the fact that the electricity we use is produced responsibly. We are constantly looking for new solutions to reduce electricity usage and increase the use of renewable energy. For instance, in Finland we work with a power company who in recent years has continuously reduced the use of fossil fuels in power generation and, consequently, increased the use of renewable energy sources. Our goal is to further reduce the use of fossil fuels by 2019. We will start by harmonizing our electricity procurement practices throughout the Nordic countries in 2019 as well as prioritize the use of renewable energy.

Saving water one drop at a time

Water is one of our planet’s most precious resources, which is why we at Forenom are looking for ways to reduce the water consumption in our properties. In some of our largest properties, we have introduced a water saving system, which monitors the water consumption 24/7 and reports immediately if there is a suspected water leak. We have also installed water-saving equipment in our larger properties to reduce the water flow. In 2019, we will provide customers with guidance on reducing water consumption.

Going greener the smart way

In 2018 we started testing smart energy management tool to ensure optimal room temperatures for our properties. With the new system, electricity is saved by reducing the need for unnecessary heating and cooling. The system can save up to 40% in energy consumption and has a smart solution to direct load management. We estimate that with the new system, we will reduce our CO2 emissions more than 54,000 kg per year.

We do not use hand towels at our Aparthotels and Hostels

We use fabric towel rolls to promote eco-efficiency. In 2018, a total of 7,900 rolls were used, replacing 1.7 million sheets of paper and 8,690 kilogram of paper waste.

Stay easy and save water

We want to actively monitor our water consumption and help our customers to consume water and electricity in an environmentally friendly way.
Property management

Forenom Group does not own the properties we operate, instead we rent the required facilities from different property owners. When we choose suitable properties for our business, we consider market demand, location and cost. We also build new properties together with our partners, but we always recognize the immense importance and advantage of using existing properties.

Our flexible service concept enables the reuse of existing properties for accommodation purposes. In addition, we are always looking for innovative ways to reuse empty buildings. Reused properties will play a significant role in our real estate strategy in the future as well.

“Our goal is to continue reutilizing properties in the end of their life cycle and minimize their ecological footprint. The ideal ratio in the future is to have 40% newly built properties and 60% renewed older properties.”

Johannes Kangas, Forenom CEO

Putting buildings into sustainable use

An empty, red-brick office building in Grønland, Oslo, was transformed into a top-of-the-line Aparthotel

An empty, red-brick office building in Grenland, Oslo-East, started a new exciting phase after refurbishment in 2018 when it opened as a modern Aparthotel. The subtle and stylish red-brick office building situated in Lakkegata 3 was originally constructed in the mid-80s and has now been transformed into a top-of-the-line Aparthotel. A new 6-floor Aparthotel provides 163 newly furnished apartments that are equipped to enable longer stays in the city.
From a Bank to Modern Hostel in Jyväskylä, Finland

Forenom Hostel Jyväskylä, located right in the heart of Jyväskylä’s pedestrian district, has given a new lease of life to a 1950s office building. The building was previously a bank, with the reinforced concrete basement bunker now reminding guests of the building’s unique legacy. Inside the former vault there is a jacuzzi section next to the sauna. This accommodation concept is intended to ensure the efficient use of facilities. The hostel’s ecological design, efficiency and communality offer a new type of accommodation. Even the walls and furniture are clad in Finnish birch plywood.

Forenom Hostel in Helsinki was once a Sibelius Academy’s training center

Sibelius Academy, the cornerstone of Finnish music, is one of the largest music academies in Europe. In 2018 Forenom took over a vacant office building in Pitäjänmäki, Helsinki and transformed it into a modern Forenom Hostel. The property was once a Sibelius Academy’s training center and later an office building for the pension insurance company Ilmarinen. Now a new 200-room Forenom Hostel serves project workers by offering easy and cost-efficient solutions for their accommodation needs.

Former Turku prison now hosts premium apartments

Kakolanmäki in Turku is the largest historical prison compound and the most significant example of correctional architectural heritage in Finland. The prison was built in the 1800s and over the years housed some of the most notorious villains in Finnish history. In 2016, Forenom transformed the unused prison’s old psychiatric hospital into fully furnished and serviced premium-level apartments. The original red-brick walls and massive concrete structures have been combined with modern high-quality materials and furniture to achieve a concept everyone can appreciate.
Attachment: Forenom code of conduct

Human Rights and Employee Safety

- Forenom respects the human rights. For us, human rights are considered fundamental and universal. We treat all employees in a fair and equal manner in accordance with internationally proclaimed human rights. We do not accept child labor, forced or compulsory labor, or other human right abuses.

- Forenom provides equal employment opportunities to all employees and applicants for employment without regard to race, religion, color, ethnic origin, sex, sexual orientation, gender, gender identity or expression, age, disability, pregnancy, childbirth and related medical conditions, genetic makeup, marital status, military service, or any other classification protected by applicable local and country laws.

- Forenom ensures a safe and healthy workplace for all employees and conducts regular employee satisfaction surveys.

- Forenom encourages all employees to lead balanced personal and professional lives.

Ethics and Law

- Forenom follows legislation and rules. Forenom is conducting business with the high ethical standards and in full compliance with the applicable laws.

- Forenom promotes fair business practices and competition and does not engage in any illegal or restrictive trade practices.

Community, Customers and Suppliers

- All suppliers in Forenom’s total supply chain are expected to conduct their business in compliance with the same high legal, ethical, environmental and employee-related standards Forenom itself is adhering to.

- All relationships between Forenom and customers are based on trust, integrity and our values. Forenom communications with customers are accurate, timely and truthful.

- Forenom respects the privacy and integrity of its customers. We follow relevant standards to protect privacy in processing personal data and service or product information. All personal data collected and held by Forenom is processed fairly, lawfully and carefully in a way that protects the privacy of the individual.

Environment

- Forenom is committed to continuously improving its products, operations and production facilities to reduce negative impacts on the environment and to optimize the resource consumption.

Anti-corruption and Conflicts of interest

- Forenom expects loyalty from all its employees and avoidance of any conflict of interest. Thus, the employees of Forenom must avoid situations where their personal interests may conflict with those of Forenom or its stakeholders.

- This includes, but is not restricted to, acceptance and giving of personal gifts, entertainment or hospitality to or from Forenom stakeholders, other than gifts of a nominal value of up to 70€ on an occasional basis or reasonable hospitality given in the ordinary course of business.

- Forenom and its employees do not offer or pay bribes or illicit payments to customers or other parties to obtain or retain business. Forenom and its employees do not solicit or accept bribes or illicit payments in exchange for business favors.

- Forenom employees must not profit, nor assist others to profit, from opportunities that are discovered from the usage of corporate assets, information or the position.

- Forenom supports and adheres to local legislation and internationally recognized principles against corruption and bribery.

Every employee within Forenom Group is expected to live according to, behave and act in line with these principles. In case of non-compliance with these principles an employee or a third party can anonymously contact the Group CEO without risk of any negative consequences.

These principles are annually reviewed by Forenom and presented to the Board for acceptance. We are committed to making adjustments or changes to the content and implement them as needed.