

# Environmental and corporate social responsibility

glasspaper

## **Ethical guidelines:**

Business ethics is about how we behave towards each other and the outside world, and since the establishment of Glasspaper in 2001 has been the foundation of our corporate culture. Everyone associated with Glasspaper must follow the rules and guidelines based on Glasspaper's basic values. Our four fundamental values are:

**Quality:** We will deliver high quality in everything we do to customers, colleagues and partners.

**Honesty:** We are open, honest and responsible in everything we do. We deliver what we say and follow up on our commitments.

**Innovation:** Through innovation, continuous improvement and competence development, we create a better everyday life for employees and customers.

**Engagement:** Through commitment and job satisfaction, we create a good workplace for the benefit of employees, customers and Glasspaper as a company.

In Glasspaper we want everyone to help create a healthy corporate culture. We will operate Glasspaper Group in the way we create value for our customers, investors, employees and everyone who benefits from the services we offer.

## **Ethics:**

Everything we do will stand the public light. The Code of Conduct affects how we think about our actions and what we should and should not do. All employees are presented with the ethical guidelines when hired and must understand how these regulations should govern their daily work, and their actions. It is a personal responsibility for each employee to follow applicable standards. Glasspaper executives should understand these regulations as a guide to business decisions. They should also understand their own role in implementation, supervision, assessment and follow-up in accordance with the requirements of this standard. Glasspaper must comply with the country's applicable laws and regulations. Even if the scope of the regulations covers the most relevant ethical behaviour areas, situations will arise where the legislation does not provide explicit guidance. In such situations, any questions about how the regulations should be interpreted or applied must be addressed to the line manager or CEO. Any unresolved questions should be addressed to the Board of Directors of Glasspaper. All employees of Glasspaper Group conduct an e-learning course annually about the company's ethical guidelines. In the course, the employees are tested in ethical issues and dilemmas relevant to Glasspapers activities. See separate document for Code of Conduct.

**Guidelines for notification:**

Glasspaper wants to promote a culture where employees feel confident about sharing ethical dilemmas and speaking out about possible violations. Suppliers and customers are also encouraged to report possible violations. An important part of the ethical guidelines is to deal with violations of the regulations, including relevant laws, regulations and governing documents. Such incidents shall be handled by the relevant manager of the company in accordance with the rules defined in governing documents. All whistleblowing notifications are treated confidentially, and the whistleblower can choose to remain anonymous. No information about the whistleblower should go from the manager who has received the notification to the public without the whistleblower's approval. Glasspaper does not allow any form of retaliation against the person who in good faith reports a possible violation of the ethical guidelines. See separate document for Whistleblowing policy.

**Guidelines for combating corruption and money laundering:**

Corruption is a threat to business and society in all countries. In addition to unfair competition, it can also lead to individuals being subjected to extortion and imprisonment. For Glasspaper, anti-corruption is not only a legal obligation and an ethical standpoint, but also in our own interest to take a firm stand against corruption. Glasspaper has zero tolerance and distances us from all forms of corruption. Glasspaper employees shall never offer, give, request, accept or receive any form of bribe. A bribe occurs when someone tries to influence a decision by offering any kind of unnecessary advantage, favour, or advantage. Nor should employees use agreements with intermediaries to channel payments to anyone to facilitate corruption. Money laundering is a criminal activity that is harmful to society. Money laundering in this context is intended to convert the proceeds from criminal activity into assets that appear to be derived from legal sources. Glasspaper distance themselves from all forms of money laundering, and employees should only do business with partners involved in lawful business activities with funds from legal sources. Employees shall take reasonable measures to prevent and uncover illegal forms of payment and prevent Glasspaper's financial transactions from being used by others to launder money. Read more about Glasspaper's anti-corruption practices in a separate document.

**Purchase Guidelines:**

Ethical guidelines shall contribute to Glasspaper acting with great integrity, so that the general public has confidence that procurement takes place in a fair manner, as well as prevent unethical behaviour and corruption in connection with procurements. Glasspapers ethical guidelines meet recommendations from the authorities on environmental and corporate social responsibility in connection with procurement, including the Government's action plan for environmental and social responsibility, as well as the moral obligations that Glasspapers undertaken as mercantile and social actors. The requirements of Glasspapers ethical guidelines for procurement are a

minimum requirement, in addition, all employees must comply with laws, regulations, relevant industry ethics rules and internal rules that apply. Anyone who buys on behalf of Glasspaper is obliged to familiarise themselves with the public procurement acts and associated regulations.

As a result of Eco-Lighthouse certification, Glasspaper has clear guidelines for sustainable procurement. Where possible, products that have certifications within either Eco-Lighthouse or equivalent certifications must be selected.

### **Human Rights Guidelines:**

People have the right to be treated with respect, care and dignity. Glasspaper supports and respects internationally recognized human rights, including the UN Declaration of Human Rights, and employees shall respect the dignity, privacy and rights of the human rights of each person they interact with during the course of their work, and shall not in any way cause or contribute to the violation or circumvention of human rights. Employees who become aware of a situation that is contrary to Glasspapers standards shall notify their manager.

Our suppliers must sign a declaration confirming that the supplier ensures decent pay and working conditions for their employees, and that laws and regulations are followed.

### ***Sustainable development***

#### **The ILO Convention against Social Dumping**

Glasspaper comply with the ethical guidelines based on the internationally recognised UN and ILO conventions and set minimum standards.

##### **3.1. Forced labour/slave labour (ILO Conventions Nos. 29 and 105)**

3.1.1. No forced, slave labour or involuntary labour shall take place.

3.1.2. Workers must not submit deposits or identity papers to the employer and shall be free to terminate the employment relationship with a reasonable period of notice.

##### **3.2. Trade union organisation and collective bargaining (ILO Conventions Nos. 87, 98 and 135 and 154)**

3.2.1. Workers shall without exception have the right to join or establish trade unions of their choice, and to negotiate collectively.

3.2.2. The employer shall not discriminate against union representatives or prevent them from performing their union work.

3.2.3. If these rights are limited by law, the employer shall facilitate, and in no case hinder, parallel mechanisms for free and independent organisation and negotiation.

##### **3.3. Child labour (UN Convention on the Rights of the Child, ILO Conventions Nos. 138, 182 and 79, ILO Recommendation No. 146)**

3.3.1. Children under the age of 18 shall not carry out work that puts health or safety at risk, including night work.

3.3.2. Children under the age of 15 (14 or 16 years in certain countries) shall not perform work that may be detrimental to their education.

3.3.3. Recruitment of child labourers in violation of the above conventions is unacceptable. If such child labour is already taking place, efforts must be made to phase out as soon as possible. At the same time, arrangements shall be made for the children to be given the opportunity for subsistence and education until the child is no longer of school age.

#### **3.4. Discrimination (ILO Conventions Nos. 100 and 111 and the UN Convention on Women's Discrimination)**

3.4.1. There shall be no discrimination in working life based on ethnic affiliation, religion, age, disability, gender, marital status, sexual orientation, trade union membership or political affiliation. 3.4.2. Protection shall be established against sexually intrusive, threatening, abusive or exploitative behaviour and against discrimination or termination on an unacceptable basis, e.g. marriage, pregnancy, parenthood or status as HIV infected.

#### **3.5. Brutal treatment**

3.5.1. Physical abuse or punishment, or threat of physical abuse shall be prohibited. The same applies to sexual or other abuse, and various forms of humiliation.

#### **3.6. Health, safety and the environment (ILO Convention No. 155 and Recommendation No. 164)**

3.6.1. Efforts shall be made to provide workers with a safe and healthy working environment. Necessary measures shall be taken to prevent and minimise accidents and health injuries as a result of, or related to, workplace conditions.

3.6.2. The workers shall have regular and documented training in health and safety. Health and safety training must be repeated for new employees.

3.6.3. Workers shall have access to clean sanitary facilities and clean drinking water. If relevant, the employer shall also ensure access to facilities for health-safe food storage.

3.6.4. If the employer provides lodging, this must be clean, safe and sufficiently ventilated and with access to clean sanitary facilities and clean drinking water.

#### **3.7. Salary (ILO Convention No. 131)**

3.7.1. Wages for workers shall at least be in line with national minimum wage regulations or industry standards, and always sufficient to meet basic needs.

3.7.2. Salary conditions and payment of salary shall be agreed in writing before work commences. The agreement should be understandable to the worker.

3.7.3. Deduction of salary as a disciplinary sanction shall not be allowed.

#### **3.8. Working hours (ILO Conventions Nos. 1 and 14)**

3.8.1. Working hours shall be in accordance with national laws or industry standards, and not exceed working hours in accordance with applicable international conventions. It is recommended that working hours per week do not exceed 48 hours (8 hours per day).

3.8.2. Workers shall have at least 1 day off a week.

3.8.3. Overtime shall be limited. A maximum of 12 hours per week is recommended.

3.8.4. Workers shall always have overtime pay, minimum in accordance with applicable laws.

### **3.9. Regular appointments**

3.9.1. Obligations to the Workers, in accordance with international conventions and/or national laws and rules on regular employment shall not be circumvented through the use of short-term engagements (such as the use of contract workers, loose workers and day laborers), subcontractors or other working relationships.

3.9.2. All workers are entitled to an employment contract in a language they understand.

3.9.3. Apprenticeship programs shall be clearly defined in terms of duration and content.

### **UN Global Compact's 10 principles**

Glasspaper joins the UN Global Compact, which is based on ten basic principles for safeguarding human rights, labour standards, the environment and anti-corruption.

The UN Global Compact includes the following points:

#### **Human Rights**

Principle 1: Businesses should support and respect the protection of internationally proclaimed human rights; and

Principle 2: make sure they are not complicit in human rights abuses.

#### **Labour Standards**

Principle 3: Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining;

Principle 4: the elimination of all forms of forced and compulsory labour;

Principle 5: the effective abolition of child labour; and

Principle 6: the elimination of discrimination in respect of employment and occupation.

#### **Environment**

Principle 7: Businesses should support a precautionary approach to environmental challenges;

Principle 8: undertake initiatives to promote greater environmental responsibility; and

Principle 9: encourage the development and diffusion of environmentally friendly technologies.

#### **Anti-Corruption**

Principle 10: Businesses should work against corruption in all their forms, including extortion

### **Environment**

Glasspaper want to meet today's needs without spoiling for future generations, and we do so by being aware of our social, environmental and financial obligations. We work purposefully to limit the negative environmental impact of our activities, by using natural resources wisely, reducing our CO2 emissions and using less and cleaner energy. Our sustainability agenda is to create lasting value both for society and for our shareholders. Our locations are centrally located in relation to public transport, and we recommend our employees and visitors to use public transport. Glasspaper are certified Eco-Lighthouse. In order to be certified, Glasspaper has met requirements and implemented environmental measures on a systematic and

ongoing basis to create more environmentally friendly operation and a safer working environment. Bottlereturn from our offices and classrooms goes to charities such as the Flaskefondet and Pant mot Kreft (Bottlereturn against cancer). Flaskefondet is a fund aimed at supporting start-ups and entrepreneurs working with one or more of the UN Sustainable Development Goals.

## **Social**

In addition to following the ILO Convention and the 10 principles of the UN Global Compact, Glasspaper is proud to be in cooperation with NAV Oslo. Through this partnership, Glasspaper retrains 20 unemployed people with IT backgrounds through a 20-week training course to increase their skills, giving candidates valuable IT skills after completing courses and certifications. Glasspaper also supports students through trainee programs, giving students valuable experience and insight into the recruitment industry.

Glasspaper Group's companies also accept candidates for work training via NAV's work training programs. The candidates do not necessarily have work experience similar to what they work with at Glasspaper but are highly motivated and have a desire to contribute.

Several of the candidates from the work training program are later hired in Glasspaper or hired out to our customers for longer temporary assignments.

Glasspaper Group's staffing company, Glasspaper People, supplies candidates who may have challenges in finding a job on their own. Our consultants at Glasspaper People are open to welcoming candidates with gaps in their résumés, little work experience or who for other reasons do not find a job on their own in the labour market. Glasspaper People's staffing consultants works to find the right candidate, with the right motivation and knowledge to get the opportunity with the right customer. Candidates get the opportunity to build professional skills for free with us, which is also valuable to our customers. The candidates in Glasspaper People are often offered permanent jobs with our clients after being hired as a substitute or in temporary positions. Being a hired substitute is a great gateway to working life and permanent employment.

All employees of Glasspaper Group are offered, and encouraged to, complete courses for competence enhancement. As a market leader in course services, employees can build expertise through IT-oriented courses, among other themes.

Glasspaper Group donate part of their profits to various charities each year.

## **Diversity**

We strive to have an inclusive working environment regardless of age, gender, background, ethnicity, religion or disability. In Glasspaper, we also work towards skills diversity, with candidates and employees who can have both formal and informal education, or other experiences that provide competence.

Glasspaper is a company with linguistic diversity, where employees have native language competence in languages other than Norwegian. Diversity in management and among employees contributes to increased innovation and better profitability, and an important contribution to society that Glasspaper supports.

### **Control and quality**

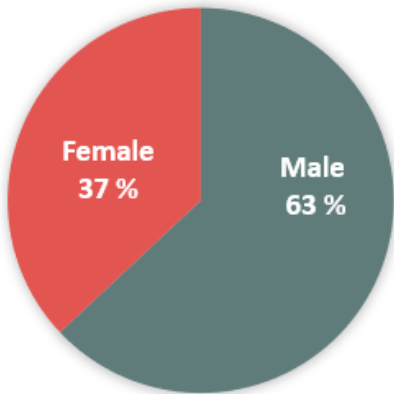
Quality improvement is one of Glasspapers primary tasks and aims to ensure that the right quality is planned, achieved, maintained and documented for all activities in the organization.

At Glasspaper, implementation and follow-up of quality assurance is a management responsibility. Management shall ensure that the right and adequate conditions are in place to do the work correctly. The necessary knowledge of laws, regulations, codes, standards and rules that society sets for the business shall be known to the employees and strive for these to be met. This is done by ensuring that employees are qualified for the work they are set to perform, through training and courses.

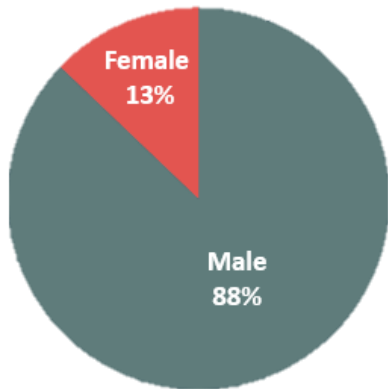


## Insight

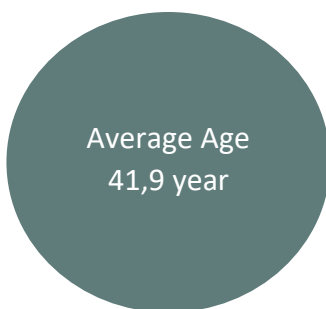
*Gender balance Glasspaper Group AS:*



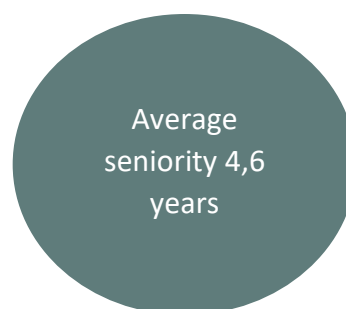
*Gender balance the management group:*



*Seniority distribution:*



*Age distribution:*



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