



Code of Conduct

Everything you need to know to follow good business practice



Document Management

Document Title: "Airmee - Code of Conduct"

Document Version: 1.3

Date of Establishment: 2023-05-08

Approved by: Management of Airmiz AB

Revision: Reviewed annually

Document Owner: Chief of Staff

Information Classification: Internal and Airmee Business Partners

Version history and revision				
Document Version	Date	Auditor	Reviewer	Type of revision
1.0	2019-05-31	Jonathan Svensson	Elin Härén	Document established
1.1	2020-03-20	Jonathan Svensson	Elin Härén	Document updated
1.2	2021-11-18	Jonathan Svensson	Elin Härén	Document updated
1.3	2023-05-08	Elin Morales Härén	Jonathan Svensson	Document updated



Background

Airmee was founded in 2018 with the vision to transform urban deliveries through innovative technology and research, delivering fast, convenient, and accurate deliveries in a cost-effective way, with minimal environmental impact. Airmee's Code of Conduct aims to specify the company's principles and secure its brand, and it applies to all staff, vendors, and subcontractors.

Airmee prioritizes customer trust, requiring business-based relationships with documented contracts and agreements. Customer feedback is essential to Airmee's goal of meeting the needs of its customers and their clients, with feedback treated as a source of progress. Handling feedback must be professional, effective, and lead to change, and customer satisfaction should be continuously measured.

Airmee's Code of Conduct establishes ethical and responsible standards for its last-mile delivery services, with a focus on sustainability, people, and the environment. All involved parties must comply with the minimum standards set by the Code, and violations will result in termination of partnerships. Airmee adheres to the Universal Declaration of Human Rights and International Labor Organization conventions, prioritizing stricter legal standards when necessary. The Code guides Airmee's operations, and inquiries can be directed to the company.

Compliance

Airmee and its business partners are expected to adhere to all local and national laws and regulations in the jurisdictions where they operate, as well as to the industry practices. This includes ensuring that any subcontractors they work with also comply with the required standards as per the applicable laws and regulations. The commitment to meeting these standards is essential for ensuring responsible business practices across all levels of the supply chain.

Traffic safety

Traffic safety is an important issue for Airmee, our customers, and the wider community. Anyone who drives any type of vehicle for Airmee or on behalf of Airmee must comply with applicable traffic rules and Airmee's internal rules. Airmee shall conduct systematic traffic safety work that is continuously evaluated and improved. The driver of a vehicle for Airmee must have sufficient knowledge of traffic safety to minimize risks of injury to themselves and others. This means that laws and regulations must be complied with, such as following speed limits, keeping a safe distance from the vehicle in front, adjusting speed, and using a seatbelt. All vehicles must be in a roadworthy condition and hold the permits required for their purpose. All traffic must be carried out without the influence of alcohol, drugs, medication, and fatigue.

Information Management

Information assets shall be handled securely, with the need for information being evaluated continuously. Information used in operations shall be reliable and relevant and made available to the right person at the right time. Employees and business partners to Airmee shall be aware of how they use available information and maintain the information security requirements outlined in our internal rules and applicable laws.

Competition

Airmee expects all business partners to adhere to the principles of free and fair competition. Any agreements, regardless of their form, must comply with fair competition principles and must not limit competition. Activities that limit competition, including but not limited to price-fixing, market sharing, production or capacity limitation or control, and exchange of information concerning prices or other terms and conditions with third parties, are strictly prohibited.

Anti-Corruption & Anti-Bribery

Airmee and its business partners are committed to maintaining a corruption-free environment. Compliance with local, national, and international anti-corruption regulations, including UKBA and FCPA, is mandatory. Bribery, including the transfer of assets, is strictly prohibited and extends to non-monetary transfers such as gifts, personal kickbacks, fees, remunerations, or other incentives to influence or promote a certain act or decision. Business partners must not favor any subcontractors on non-commercial terms. Corruption, including fraud, extortion, and embezzlement, is not tolerated by Airmee or its partners. Any incidents of corruption must be reported through the appropriate channels. Business partners must have internal regulations to detect and prevent corruption and are obliged to report any act or suspicion of corruption.

Gifts & Donations

In the markets where Airmee operates, it is common to engage in entertainment, hospitality, and the exchange of business gifts. However, what is considered reasonable may vary depending on the cultural norms of the country and the parties involved. Airmee permits the exchange of gifts as long as the value of the gift is reasonable and in compliance with applicable laws. The gift, entertainment, or hospitality should not be intended to influence the recipient, and monetary gifts are strictly prohibited. Airmee also strictly prohibits offering gifts or entertainment during a tender process or when negotiating with a business partner.

Whistleblowing Service

Airmee is committed to ethical and sustainable business practices that prioritize the safety and well-being of its employees, partners, and assets. To ensure transparency and accountability, we have implemented a whistleblower service called NorthWhistle. This service allows individuals to anonymously report any instances of serious misconduct within the company that they are aware of or suspect.

While we encourage individuals to report any misconduct to their immediate managers or the management team, we understand that this may not always be feasible. NorthWhistle allows reports to be submitted in writing or as an anonymous voice message, which will be handled by Airmee's designated representative(s) for whistleblowing. The service prioritizes information security, and reporters are assigned a case number to track the progress of their report during the investigation.

For further details on the whistleblower service, please visit <https://www.northwhistle.com> or contact compliance@airmee.com.

Health and Safety

Business partners must provide a safe and clean working environment by relevant laws and regulations. This includes establishing written rules and procedures to prevent accidents and injuries, providing access to basic facilities such as clean water and toilets, protecting against fire and toxic substances, and providing adequate sanitary facilities and privacy for women. Employees are entitled to a healthy work environment without any risks to their health or life.

Business partners must minimize hazards and prevent accidents, illnesses, and injuries by providing safety training and equipment when dealing with hazardous materials or dangerous tools, prohibiting the use of alcohol or illegal substances, and anticipating and evaluating emergencies. They must also execute emergency plans and implement appropriate procedures and control mechanisms.

Environment

At Airmee, we recognize the urgent need for an environmental shift in the logistics industry. We're proud to have ambitious goals that we aim to achieve through various means, such as technological advancements, emission-free fleets, and climate compensation. Environmental responsibility is not only a requirement for us but an essential part of our values. That's why we expect all our business partners to comply with environmental laws and regulations, and take reasonable measures to minimize their impact on human health and the environment. We're committed to promoting sustainable practices, especially through the use of eco-friendly vehicles. To ensure that we're meeting our environmental goals, we reserve the right to request information about the business partners' environmental data, including CO2 emissions and energy consumption, and the measures taken to reduce their impact.

Employment

Airmee values fair and decent employment practices. We require written employment contracts, only hire employees with valid work permits, and ensure foreign and migrant employees receive the same rights as locals. Business partners engaging in subcontracted or home-working processes must inform us and receive permission. Our practices align with Swedish law, as well as ILO and UN conventions on fair and decent work.

Compensation

Airmee believes in fair and equitable compensation for all partners, subcontractors, employees, and customers. We adhere to national and local legislation, with minimum standards that include compliance with working hours and minimum wages. Personnel must receive written confirmation of the terms of employment and clear wage information, with payslips provided each pay period. The compensation model must comply with relevant labor laws and international standards and provide legally mandated benefits. Our partners must also comply with these standards, and wage deductions and disciplinary penalties are prohibited, except where regulated by law.

Working Hours

Business partners must comply with Swedish law, as well as regulations set forth by the UN Global Compact and ILO conventions regarding regular working hours, resting periods, and overtime. The total duration of working hours, including overtime, must not exceed 60 hours per week. Any overtime work must be voluntary, and employees must be compensated by legal requirements. Additionally, employees must be given a minimum of 24 consecutive hours of rest every 7 days, and breaks should be scheduled to ensure that employees do not work for more than five hours in a row.

Discrimination

At Airmee, we believe in creating a workplace free from discrimination. We do not tolerate any employment practices that discriminate based on personal characteristics or beliefs. Decisions about hiring, compensation, promotion, discipline, and termination are based solely on job performance. We ensure that all employees are aware of their rights and are protected from discrimination. It is our priority to treat all employees with respect and dignity, regardless of their race, gender, religion, age, disability, sexual orientation, pregnancy, nationality, political opinion, trade union affiliation, social or ethnic origin, or any other status protected by law. Additionally, we take measures to prevent the exploitation of migrant workers and protect them from all forms of discrimination.

Harassment & Abuse

All employees have the right to be treated with respect and dignity. They must not be subjected to any form of physical abuse, corporal punishment, sexual or other harassment, verbal abuse, or other forms of intimidation in the workplace. Employers must ensure that their employees work in a safe and healthy environment that is free from any kind of abuse or harassment. Moreover, employees have the right to express their opinions, raise concerns, and provide feedback regarding the conditions in the workplace to their supervisor or management. Employers must encourage and facilitate this feedback process without fear of retribution, loss of employment, or any other reprisals. Employers must ensure that their employees can provide feedback without facing any adverse consequences and take appropriate action to address any concerns raised by the employees.

Forced Labor

At Airmee, we strongly believe in upholding the dignity of all human beings and recognize that forced labor and compulsory overtime have no place in modern society. We are committed to ensuring that our employees and business partners operate under fair and humane working conditions that prioritize their safety and well-being. We do not tolerate any form of forced labor, including bonded labor, and we respect the right of our employees to end their employment voluntarily without facing any restrictions. Our business partners are expected to uphold these same values and principles.

Child Labor

We are committed to preventing child labor in all its forms and ensuring the protection of young employees' rights. Our business partners are required to comply with our strict policy that prohibits child labor, and we also follow applicable laws and regulations in this regard. We only allow young employees to be employed if their working conditions meet mandatory education laws and age proof is verified before employment. We do not tolerate any overtime work, night shifts, or hazardous conditions for young workers. We closely monitor compliance and take swift action to address any violations.

Improvements and Consequences

Inspections

Business partners who work with Airmee agree that Airmee, its subsidiaries, or an organization nominated by Airmee or its subsidiaries agent can conduct inspections on them or their subcontractors' facilities, vehicles, relevant books, and/or employees to implement and monitor the standards specified in this Code. Such inspections may occur on a surprise, unannounced basis, and the inspectors will be granted immediate access to the facilities, vehicles, and documents. Additionally, business partners agree to conduct necessary checks and inspections on their subcontractors to ensure that they comply with the requirements set out in this Code.

Consequences of violations

Actions will be taken against business partners who violate applicable laws, do not comply with the code of conduct, or repeatedly and without justification refuse to provide information on situations covered by the code of conduct. Airmee reserves the right to take action and terminate collaborations with business partners who violate this code of conduct.

Improvements

Airmee is committed to working with its business partners to achieve continuous improvement. If Airmee finds that a business partner is not complying with the requirements and expectations outlined in this code of conduct, Airmee will work together with the business partner and guide appropriate actions, provided that the business partner shows a clear willingness to improve.

The business partner must take corrective actions in these cases and commit to making progress. In cases where the business partner does not show a clear willingness to improve, Airmee reserves the right not to cooperate with the business partner and terminate the business relationship.

Agreement

We hereby confirm that we have received, read, and understood the content of Airmee’s Code of Conduct.

We commit to complying with Airmee’s Code of Conduct, take responsibility to inform all our concerned employees, about the content I Airmee’s Code of Conduct, and make sure they comply with the Code accordingly.

In addition, we also take responsibility to inform all related subsidiaries and subcontractors about the Airmee Code of Conduct to secure their awareness and the possibility to comply.

If we, any representative of my company, subsidiary, or subcontractors, have questions concerning the meaning or application of Airmee’s Code of Conduct or have anything to report, we know that we should contact the company, knowing that our questions or reports to these sources will be maintained in confidence.

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Place and Date

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Title

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Signature

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Name in printed letters

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Business Partner Company Name