

OPERATIONAL POLICY**25.4.2022**

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OPERATIONAL POLICY OF OY M. RAUANHEIMO AB

Corporate Responsibility

Corporate responsibility is part of Rauanheimo's strategy and everyday work. Our operations are based on stability and quality. Rauanheimo has defined its ethical business principles, health, safety, and environmental policy and quality policy, which define our responsibilities and our ethical guidelines for the activities of all our employees. In adhering to these principles, we act in accordance with our values and business idea and assume our social responsibility.

Rauanheimo has quality and environmental certificates ISO 9001 and ISO 14001 and occupational health and safety certificate ISO 45001

Rauanheimo's most important values are knowledge, transparency, safety, and integrity.

Quality objectives: Rauanheimo is profitable, promoting and responsible in all its operations.

Environmental objectives: Rauanheimo is committed to minimizing the environmental impacts of its operations (waste from bulk products, dust and machine leaks) and improving its energy efficiency. Safety objectives: Rauanheimo wants to be the best company in the field in terms of safety in Finland and commits to strong preventive action.

Rauanheimo's mission is to develop comprehensive, customer-specific and customized logistics solutions for trade and industry. These logistics solutions provide customers with permanent competitive advantages.

Our strategy is to be the leading port operator in Finland in cargo handling and international, integrated logistics solutions in selected market segments.

- Our customers experience our services in such a way that we are their first choice in logistic services.
- Long-term and continuous development of strategic competencies and logistical processes supported by modern information management systems are the pillars of this vision.

Rauanheimo applies KWH Group's business principles (Code of Business Conduct), which define the ethical principles for the activities of all units and employees.

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All of our values, as well as our business ideas and vision, require a strong and continuous focus on the quality of all our operations. Our business principles are based on compliance with requirements, reliability, responsibility and good business practices. Quality issues are a priority at all levels of management and are considered an integral part of the daily activities of each employee. We are constantly committed to improving our management system and meet legal and other requirements.

To ensure the quality of operations, we are committed to the following principles:

- We offer our customers a high-quality service based on a genuine interest and understanding of our customers' needs and requirements.
- We strive to create long-term relationships based on mutual trust with our customers, suppliers, and business partners.
- Our staff is qualified and competent. We apply high-level training, development and recruitment processes, the purpose of which is to maintain and improve the high professional level of the entire organization.
- Our staff commits to our values, safe and responsible activities and to follow our common rules in everything they do.
- Employees and their representatives are involved and consulted

All our activities are properly documented. Files and registers concerning our operations are easily accessible and are stored securely.