

Request for Proposal
Toll Service Provider (TSP) Solution

SSA-L, Appendix 10

Code of Conduct

Version log

Version	Initials	Date	Comments/amendments
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1. CUSTOMER'S CODE OF CONDUCT

1.1 VALUES AND OBLIGATIONS

The Customer's reputation in the community is essential in order to fulfill its objectives.

This code of conduct has been prepared to clarify the Customer's values and ethical platform to the Customer's contractors and it describes fundamental requirements for human rights, workers' rights and the environment with which contractors are obligated to comply.

This code of conduct is also applicable to sub-contractors to the Customer's contractors, independently of whether these sub-contractors have contracts with the Customer's contractors directly or are sub-contractors to the contractors' sub-contractors etc. The Contractors' sub-contractors and sub-contractors to Contractors' sub-contractors etc. are included in the term sub-contractors in this code of conduct when they are providing goods and services that are part of the goods and services under contracts between the Customer and the Contractor or are assisting the Customer's contractors or such sub-contractors in meeting their obligations in the contract between the Customer and the Contractor or in such sub-contractors' contract.

The Contractor shall ensure that all the Contractor's sub-contractors accept that this code of conduct is binding on them. This applies accordingly for the Contractor's sub-contractors and other sub-contractors with regard to their sub-contractors. The Contractor and sub-contractors shall follow up this code of conduct with all their sub-contractors, ensure that sub-contractors comply with this code of conduct and implement relevant sanctions if the sub-contractors are not complying with this code of conduct.

Goods and services supplied to the Customer by the Contractor or sub-contractors or its subsidiaries must be produced in accordance with this code of conduct. The Contractor and each sub-contractor shall designate a person who is central in their organisation who shall be responsible for implementing this code of conduct within their own operations.

All applicable laws and regulations must be respected by the Contractor and sub-contractors. Bribery and fraudulent practices are not accepted and will constitute a breach of this code of conduct.

Social and environmental standards will be a consideration in the selection of the Contractor. The Contractor and sub-contractors shall also take social and environmental standards into consideration when selecting sub-contractors.

1.2 CONTRACTOR REQUIREMENTS

The Contractor and its sub-contractors must have appropriate and effective systems in place to ensure compliance with all applicable local and national laws and regulations and with recognised UN and ILO conventions (<http://www.fn.no/ILO/Konvensjoner>) to the extent these laws, regulations and conventions are relevant to the production and distribution of goods and services to Customer and/or sub-contractors.

Employees' rights

- The Contractor and sub-contractors must respect and uphold their employees' freedom of association involving trade unions or similar external representative organisations.
- The Contractors and sub-contractors employees' shall also have the right to collective bargaining in accordance with applicable laws and regulations, as well as the right for employees to elect not to join a trade union or other representative body.
- The Contractor and sub-contractors must ensure a secure, safe and healthy workplace. Risk of accidents, injury and exposure to health risks must be minimised.
- A written contract of employment in a language the workers understand must be in place before work can commence.
- Working hours must be in line with national laws.
- Salaries must be in accordance with the regulations governing the national minimum wage.
- Workers must receive appropriate training.

Human rights

- The Contractor and sub-contractors are not allowed to utilise involuntary labour, bonded or forced labour or let anyone do so on its behalf. The Contractor and sub-contractors must comply with any applicable laws governing minimum working age.
- All employees of the Contractor and sub-contractors shall be treated with respect and dignity. The workplace shall be free from physical or verbal abuse or harassment.
- The Contractor and sub-contractors must commit to creating a fair work environment and to abide by all applicable laws concerning discrimination in hiring and employment practices.
- Equality of opportunities shall be based solely on relevant qualifications, performance, skills and experience, irrespective of race, colour, religion, gender, age, national origin, sexual orientation, marital status or disability.

Ethics

- The Contractor and sub-contractors must uphold the highest standards of business ethics, respect local laws and not to engage in any form of corruption, bribery, fraud, or extortion.
- The Customer considers facilitation payments as a form of corruption and is committed to abolishing such payments. This also applies to the Contractor and sub-contractors.
- The Customer conducts business with high integrity and within the bounds of the law. The Contractor and sub-contractors are not allowed to condone or support money laundering in any form in any location on behalf of the Customer.

- Gifts shall not be given that may, or are intended to affect the customer's impartiality, or which are likely to undermine the credibility and integrity of the customer.
- The Customer strictly prohibits anti-competitive agreements or conducts, including, amongst others, fixing prices, restricting the supply of goods or services, bid rigging and market sharing. The Customer requires the Contractor and sub-contractors to commit to free and fair competition and to abide by relevant competition laws and regulations.
- The Contractor and sub-contractors shall comply with all applicable laws and regulations governing the protection, use and disclosure of the Customer's proprietary, confidential and personal information.
- The Contractor and sub-contractors shall immediately identify and address situations where there is a conflict of interests, or even the appearance of a conflict of interest.

Environment

- Operations must be conducted without harm to the environment. The Contractor is encouraged to develop and implement an environmental policy.
- Emissions and protection of the internal and external environment must as a minimum be in accordance with applicable national rules and requirements/ premises/ conditions for the country in question.
- National and international environmental legislation and regulations must be complied with and the relevant discharge permits must be adhered to.
- Responsible management of hazardous chemicals, waste and other substances must be ensured.
- The Contractor is encouraged to develop and use environmentally friendly technologies, products and services.

1.3 CODE OF CONDUCT VIOLATIONS

The Contractor and sub-contractors must be able to document compliance with this code of conduct upon request. The Customer reserves the right to conduct audits to assess compliance, in accordance with the audit regulation in the Customer's contracts with the Contractor.

The Contractor shall notify the Customer of any breach of this code of conduct by them or by their sub-contractors, with a plan for mitigation of the deficiencies. Mitigation of any deficiencies shall occur without undue delay. Breach of the obligations in this code of conduct by the Contractor or sub-contractors shall entitle the Customer to terminate the contracts with the Contractor for cause with immediate effect, provided the breach is not immaterial.