

Permobil Code of Conduct

For over 50 years, our focus has been on the users' and their quality of life and independence. However important the outcome of what you do is, it is equally important how you do it.

This document is our Code of Conduct and is a framework which defines and outlines what we stand for as a company, the behavior required from all employees of Permobil, how we serve our customers, deal with business partners and work to improve the society and the environment.

Our business activities are conducted globally, and we are united and aligned through a shared vision, a common identity and adherence to our Code of Conduct. We expect all our employees to live and act by our Code of Conduct in all business activities in our daily work.

We also expect our suppliers, agents, distributors or other representatives and any joint venture in which Permobil is a participant to adhere to the conduct required by our Code of Conduct.

Sincerely,



Bengt Thorsson
President and Chief Executive Officer,
Permobil

1. Core Values

We take care of our Users, the Users take care of us

- Our passion lies in improving the quality of life for the Users, through our products and solutions.
- We genuinely care about our Users´ situations, we create new opportunities and we always strive to “bring the sunshine”, no matter the circumstances.
- We are proud of our accomplishments, but remain humble about the future, recognizing we need to be in constant motion to continuously improve the way we work and adapt to our Users´ evolving needs.
- We’re in business to serve the needs and desires of the Users. When our Users and customers are satisfied with how we serve them, we can grow and make a profit, which is the only way we can sustain a continuous development of our products and company.

We are in constant motion

- The only constant is change. We constantly search for new ideas and inspiration that can help us do things better.
- We strive to be better tomorrow than today. We are committed to innovating, renewing and improving our business.
- We embrace the future with curiosity, and actively shape the future for our company and the Users we serve.

We don’t cheat to win, do the right thing

- Permobil´s reputation depends on how we do business. We say what we mean and do what we say.
- We are driven by dignity and respect and therefore treat everyone as equals.
- We work against corruption in its all forms.
- Permobil strives to be active and present in our Corporate Responsibility. We act responsible and think sustainable at all levels.

We are all in it together

- Together we can be stronger than a single individual: while individual creativity is always encouraged, team efforts often produce the best results.
- We embrace diversity, in all its shapes and forms.
- We succeed by working together and supporting our colleagues.
- We have fun together.

2. Employees

Diversity and anti-discrimination – We are a variety of people with diverse backgrounds. We intentionally foster equality and inclusion of people from all geographies and cultures, regardless of sex, transgender identity or expression, ethnicity, religion or other belief, disability, sexual orientation, age or disability. Embracing our diversity makes us a stronger organization and helps us provide mobility solutions for people across the globe. Disabilities know no boundaries.

We are driven by dignity and respect and therefore treat everyone as equals. Operating with integrity every day is how we work. Condescending remarks of others is not tolerated and discrimination in any form is unacceptable. We are reliable and responsive and so are our products.

Safe work environment – Permobil is committed to provide a healthy and safe work environment for our employees and to take appropriate actions to prevent workplace accidents or illnesses. Employees are able to report complaints about their working conditions without risking any negative consequences.

Prohibition of child labour – Permobil does not tolerate forced, compulsory or involuntary labour in any form. Child labour is prohibited. Permobil follows the International Labour Organisation's (ILO) framework for minimum age for admission to employment or work. Labour is freely given and employees are free to leave in accordance with established rules.

Freedom of association – Permobil respects the employees' freedom of association.

Participant work environment – We promote teamwork among groups and discourage "we vs. they" thinking. We create a participant environment that encourages everyone to contribute with ideas and to develop creative solutions; empower your employees to accomplish challenging goals. We show trust in their ability to make good decisions and take actions accordingly.

Competence development, collaboration etc. – We always follow through on commitments and ask for help when necessary. We share information, mentor others, and collaborate openly. This ensures our future and helps strengthen our bonds and trust for each other. Always remember to have fun and enjoy your work since laughter fortifies relationships.

3. Customers

Care about and understand the user – We genuinely care about our users and intentionally build relationships with them. Doing so helps us understand the difficulties they face each day and that motivate us to continue to develop advanced rehab technology solutions that benefit them.

Commitment to problem solving – We bring sunshine to our users by helping them improve their independence and quality of life. We consider ourselves fortunate to have this empowering and fulfilling mission. We never ever let go of the focus that what we do, we do for our users. Our users inspire us to excel in everything we do. This is the foundation for our future success. When users have a problem we stay with them until the problem is solved.

4. Products and confidentiality

We are curious and on a continuous learning path. We strive to be better than yesterday. Permobil began as the result of one person's desire for a powered wheelchair and a doctor willing to take on the challenge.

Forefront of technology and innovation – We take on the responsibility to always be in the forefront of technology and innovation. We try out new ideas before judging them and make every effort to understand competing points of view. We dare to make decisions and have an atmosphere where we feel we have the confidence to implement what we believe in. In order to be around forever we need to change and adapt with the mindset that we control our own future. We believe in ourselves and that anything is possible. If there's a will, there's a way. It is healthy to challenge the status quo and see things from different perspectives when solving problems.

Quality and safety – Our Quality policy is to be committed to ensure that all our products and services meet the highest levels of quality and safety. Driven by customer satisfaction and continuous improvement, we will consistently deliver high reliable and safe products in a timely fashion utilizing appropriate processes, dedication and teamwork.

No matter your role in the organization, you have a direct impact on our users. Perform your work as if someone in your family was to receive the chair being built. We are proud of our accomplishments but remain humble for the future, recognizing that the current state easily can change. In all circumstances, remain grateful. Gratitude improves our ability to connect to others.

Strive for excellence – We have an uncompromising determination to achieve excellence in everything we do. Choose not to be good, or better. Choose to be best. No one is perfect, but we still try. Don't be afraid to fail. Failure provides opportunity for great development. Demonstrate confidence, excitement and energy when approaching difficult tasks. Maintain focus on the ultimate goal and overcome obstacles to success.

Protect confidential information – To breach a confidence or to use confidential information improperly or carelessly would be unthinkable. All intellectual property and confidential information owned, developed or obtained by Permobil through research, development or other activities; such as patents, design, copyright, trademarks, know-how, data and technical knowledge, are vital for Permobil. Therefore we carefully safeguard our rights and every Permobil employee fully cooperates in the protection, maintenance and defense of Permobil's intellectual property and confidential information.

5. Business ethics

Do the right thing – Permobil's reputation depends on how we do business. We say what we mean and do what we say. We do not cheat to win. Do the right thing, even if it is not easy or popular.

Following laws and regulations – Permobil is an international company and complies with all applicable laws and regulations where we operate. All our employees are to conduct company business in a legal and ethical manner.

Work against corruption – We work against corruption in all its forms, including extortion and bribery. We must not use illegal payments, bribes, kickbacks, facilitation payments or other questionable inducements to influence any business transaction, and we specifically prohibit bribery by any of our employees or agents.

Conflict of interests – Our employees are responsible for avoiding any conflicts of interest as well as the appearance of such.

Speak up and raise concerns – Permobil has an established process in which any employee may raise concerns in good faith, anonymously and without the risk of victimization or discrimination. We have the courage to take accountability for own mistakes and share credit with others, as appropriate. Respectively, we encourage our employees to speak up when they disagree or have a differing point-of-view and ensure that others are encouraged for expressing different ideas. Willingly we give and receive honest feedback, both positive and negative.

Free and open competition – We adhere to applicable competition and anti-trust laws in all countries where we do business to ensure free and open competition. In particular we will not exchange information with competitors on pricing, outputs, capacity and customer selection or exchange any other competitive information. We do not impose unlawful resale price restrictions on wholesalers, distributors, sales agencies or any other party.

Trade restrictions – We adhere to international trade restrictions when exporting and importing products, materials and other items.

6. Society and environment

Ecologically sustainable society – Permobil works for an ecologically sustainable society and supports a precautionary approach to environmental challenges through the use of resources and environmental considerations in the selection of products, activities and services. With accordance to the current environmental legislation we seek to prevent negative environmental impact and encourage the development and diffusion of environmental friendly technologies. We undertake initiatives to promote greater environmental responsibility when we can.

Human rights – We support and respect the protection of internationally proclaimed human rights and strive to avoid human rights abuses. This commitment also applies to our relations with suppliers, business partners and other representatives.

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