

## Code of Conduct of Kirjavälitys

### Responsibility for society

As a responsible operator in the book sector, Kirjavälitys has a role as a promoter of Finnish reading skills, learning, and education and culture, and we want to foster these values with our own solutions. We promise to provide high-quality and ethically produced logistics, wholesaler service and digital service to the best of our abilities.

Our quality system has been awarded the ISO 9001 certificate, and it is assessed annually by an external auditor.

### Responsibility for the environment

Kirjavälitys bears responsibility for preserving the diversity of the environment. We deliver products to our customers with a minimum impact on the environment, using centralized purchases and deliveries and our digital services.

We aim to recycle materials as efficiently as possible and reduce the amount of wasted material. We promote the use of digital services and commerce of digital contents. We comply with environmental legislation that applies to us and build environmentally efficient service solutions.

We also review the environmental quality of our partners. We especially monitor the activities of the transport companies we use. Kirjavälitys has an environmental programme that is updated annually and monitored actively, and with the projects included in it we aim to reduce the load on the environment.

Kirjavälitys has an environmental management system that has been ISO 14001 certified, and it is evaluated annually by an external auditor.

### Responsibility for our employees

Kirjavälitys treats all employees equally, regardless of gender, age, sexual orientation, ethnicity or religion, and respects the difference of all individuals. We respect everyone's right to express their opinions and to join professional organizations.

Kirjavälitys values the competence of its employees and aims to provide them with opportunities for training and learning. The company aims to support its employees with consideration to their various situations in life. The goal is to enable long and successful professional careers and develop competence as employees of Kirjavälitys.

Kirjavälitys maintains an open, consultative work culture and invests in the work of supervisors. The atmosphere at work is measured with regular personnel surveys.



Kirjavälitys guarantees a safe work environment for its employees and develops occupational safety and health continuously in cooperation with employees, elected officials, occupational health care, the employee pension company, and partners. Kirjavälitys' occupational health and safety system has been awarded the OHSAS 18001 certificate, and it is assessed annually by an external auditor.

#### Responsibility for honest business operations

Kirjavälitys abides by good business practices with its customers and partners. We do not condone corruption or agreements that are in breach of legislation or good business practices. We are worthy of trust and ensure the confidential management of our customers' and partners' information.

Kirjavälitys requires compliance with good and sustainable business practices from its partners. We do not accept influencing of our employees by our partners through corruption or by other inappropriate means. We audit the operations of our suppliers with regular supplier assessments.

Kirjavälitys believes that sustainable success in business is created in open interaction with partners. We want to build solutions that genuinely create value for both end customers and partners on both sides.

#### Financial responsibility and commitment to principles

Kirjavälitys bears the responsibility for its financial success, which guarantees continuity toward jobs, customers and partners alike. Kirjavälitys is committed to the aforementioned principles and demands commitment to them from its business partners also.

We may terminate cooperation with publishers, retailers or other partners whose operation is in conflict with our ethical principles.

