

Kvalitet – policy

Att uppnå branschledande kvalitetsnivåer ger konkurrensfördelar i en bransch som kännetecknas av höga kostnader och cyklisk verksamhet. Nyckeln till framgång i vår bransch är förmågan att utveckla och behålla stabila processer och kompetenta medarbetare att sköta dessa processer.

Vi fokuserar på tillförlitlighet, ansvarstagande och kundnöjdhet i alla delar av vår verksamhet och eftersträvar alltid förbättringar för att bli och förbli en metallpartner i världsklass. Vi lär oss genom återkoppling, nyskapande lösningar och begångna misstag – och inser att det största misstaget vore att sluta att sträva efter fortsatta förbättringar. Vi delar med oss av vårt kunnande till kollegor och affärspartners för att vi tillsammans ska nå optimala resultat. Alla våra processer hänger ihop och alla är nödvändiga för att vi ska nå resultat.

På varje enhet skall det finnas en lokal kvalitetspolicy som garanterar att kunderna får kvalitet och god service. Utbildningsinsatser skall göras för att kontinuerligt höja nivån och framstegen skall vara mätbara och synliga inom organisationen. Ledningen sätter målen och ansvarar för de kontinuerliga förbättringarna.

Samtliga enheter skall vara certifierade i enlighet med ISO 9001.

The New Boliden Way beskriver vårt sätt att arbeta och där ingår kvalitetsförbättringar som en integrerad del. Med the New Boliden Way avses här de verktyg och arbetssätt med dokumenterat god effekt i det kontinuerliga förbättringsarbetet som vi tillämpar i vår verksamhet. Kontinuerligt förbättringsarbete inom områdena produktivitet och ledarskap krävs om vi skall bevara vår konkurrensförmåga och leda utvecklingen i branschen.

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Miljö, hälsa och säkerhet (EHS) – Policy

1 Nollskadefilosofi

Alla anställda inom Boliden omfattas av nollskadefilosofin och sätter säkerheten som första punkt på dagordningen. Vi anser att en olycka är en för mycket. Det innebär att vi gör allt för att undvika alla slags personskador eller okontrollerad påverkan på miljön.

2 Ständiga förbättringar

Risker måste identifieras, kontrolleras, övervakas och ingå i alla tillämpliga affärsbeslut. Boliden arbetar systematiskt med förbättringar och innovationer för att minimera användningen av naturresurser, energiförbrukning och minska klimatpåverkan samt skadlig inverkan på människor, luft, mark, vatten och landskap. Om skada uppstår, tar vi på oss ansvaret att sanera och rehabilitera. EHS-mål och åtgärdsplaner är integrerade delar av affärsplanen.

3 Efterlevnad

Boliden följer lagstiftningen i samtliga länder där vi är verksamma, även om våra egna normer strävar efter att alltid använda de bästa metoderna och gå längre än vad lagstiftningen egentligen kräver.

Vi ska vara öppna i vår kommunikation med våra intressenter och delge vår nollskadefilosofi både internt och externt. Vi ska samarbeta med myndigheter, leverantörer och kunder om hur vi kan förbättra våra rutiner för att skydda människor och deras miljö.

Varje anställd har ett personligt ansvar att följa EHS-reglerna och -föreskrifterna samt att vidta omedelbara åtgärder om någon EHS-föreskrift överträds. Chefer ska föregå med gott exempel och främja en säkerhetskultur.

4 Utbildning och medvetenhet

Bolidenanställda ska få utbildning för att kunna arbeta säkert och ansvarsfullt gentemot sina arbetskamrater och miljön genom att använda rätt arbetsmetoder och rätt utrustning. Vi strävar efter att förebygga arbetsrelaterade sjukdomar och att främja hälso- och arbetslivsbalans bland vår arbetskraft genom att aktivt öka medvetenheten om hälsofaktorer och livsstilsinverkan.

Vi ska använda vår kunskap och arbeta kreativt för att vända utmaningar till konkurrensfördelar.

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Corporate Responsibility Business Principles

Boliden is committed to long-term sustainable development and strives to be the first sustainable link in the value chain of our metals. Boliden’s Corporate Responsibility Business Principles, based on internationally accepted agreements, govern our business practices and create the framework which we expect also our Business Partners to act within¹.

1 Human rights

1.1 Boliden shall support and respect the protection of internationally proclaimed human rights

We also expect our Business Partners to:

- › Treat employees with dignity and respect in line with international humanitarian law and prohibit any physical abuse or discipline, the threat of physical abuse, sexual or other harassment or verbal abuse or other forms of intimidation.
- › Act responsibly towards neighbouring society, safeguard the rights of indigenous people and treat members of society with dignity and respect.

1.2 Boliden shall make sure that they are not complicit in human rights abuses

We also expect our Business Partners to act in the same manner as Boliden e.g:

- › Not tolerate any direct or indirect support to non-state armed groups.
- › Guarantee that existing international guidelines and standards for the use of force are respected, if security services are used to protect operations.²
- › Prevent forcible displacement of individuals, groups or communities.
- › Discontinue engagement with business partners who themselves, or through their upstream suppliers, have been identified as committing serious abuses towards our CRBP principles.

2 Labour standards

2.1 Boliden shall uphold the freedom of association and the effective recognition of the right to collective bargaining³

We also expect our Business Partners to:

- › Enable workers to form and join a trade union of their choice without fear of intimidation or reprisal, in accordance with national law.
- › Adopt an open attitude towards the activities of trade unions and their organisational activities.
- › Ensure that workers representatives are not discriminated and have the opportunity to carrying out their representative functions.

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- › Where the right to freedom of association and collective bargaining is restricted under law, the employer does not hinder the development of parallel means for independent and free association and bargaining.

2.2 Boliden shall uphold the elimination of all forms of forced and compulsory labour ⁴

We also expect our Business Partners to:

- › Not use, be complicit in, or benefit from forced labour.
- › Assure that salary, personal property or documents will not be withheld in order to forcing workers to continue any working condition.
- › Give the workers the right to leave the employment after reasonable notice.
- › Under no circumstances use or encourage trafficking.

2.3 Boliden shall uphold the effective abolition of child labour ⁵

We also expect our Business Partners to:

- › Assure that there is no recruitment of harmful child labour.
- › Assure that children under no circumstances shall be held in situations, within or outside a working area, which are dangerous or unsafe for their physical or mental health and development.
- › Participate in and contribute to policies and programmes which provide for the transition of any child found to be performing harmful child labour to enable her or him to attend and remain in quality education until no longer a child.

2.4 Boliden does not tolerate any discrimination in respect of employment and occupation ⁶

We also expect our Business Partners to:

- › Not practice any discrimination in hiring, compensation, access to training, promotion, termination or retirement based on race, caste, national origin, religion, age, disability, HIV/AIDS status, gender, marital status, sexual orientation, union membership or political affiliation.

2.5 Boliden shall uphold that at least living wages are paid and working hours are not excessive.

We also expect our Business Partners to:

- › Practice a salary compensation meeting at minimum level set by legal demands or a minimum standard set within the industry in the nation where the partner operates.
- › Fulfil approved laws or rules for working hours or industry standards for working hours and public holidays and days off, in the nation where the partner operates.

2.6 Boliden shall provide a safe work environment for employees and contractors, with zero tolerance for work accidents

We also expect our Business Partners to:

- › Have a systematic health and safety work, where hazardous conditions have been identified and minimised.⁷

- › Freely supply safety training and personal safety equipment.
- › Provide a safe and hygienic working environment with access to clean toilet facilities and potable water.
- › Where applicable, provide accommodation that is clean, safe, and meet the basic needs of the workers.

3 Environment

3.1 Boliden shall support a precautionary approach to environmental challenges

We also expect our Business Partners to:

- › Systematically make risk assessments to identify environmental hazards and take steps to minimise environmental impact.⁸
- › Oblige national laws, regulations and administrative praxis within the country which the partner operates.
- › Share knowledge and cooperate with business partners and authorities in order to minimise risk where high level of uncertainty and potential harm exist.

3.2 Boliden shall undertake initiatives to promote greater environmental responsibility

We also expect our Business Partners to:

- › Follow international environmental agreements and comply with regulations concerning transportation and handling of waste, chemicals and other hazardous material.⁹
- › Have an environmental management system and a control program that ensures compliance.¹⁰

3.3 Boliden shall encourage the development and diffusion of environmentally friendly technologies

We also expect our Business Partners to:

- › Choose the best available technology
- › Focus research and development towards “design for sustainability”.

4 Anti corruption

4.1 Boliden shall work against corruption in all its forms¹¹

We also expect our Business Partners to:

- › Not tolerate bribery or any form of corruption, including money laundry, illegal taxation and extortion.
- › Not, directly or indirectly, offer, promise, give or demand bribery or other prohibited benefits.

See Boliden’s Anti Corruption policy for further details.

4.2 Boliden shall ensure that legally required taxes, fees and royalties related to mineral extraction are paid to governments.

We also expect our Business Partners to:

- Ensure that all legally required taxes, fees and royalties related to mineral extraction, trade and export are paid to governments.
- Ensure that such payments are disclosed in accordance with the principles set forth under the Extractive Industry Transparency Initiative (EITI)

5 Implementation

5.1 Boliden shall make a reasonable effort to ensure that the requirements of this standard are being met by suppliers and customers.

We also expect our Business Partners to act in the same manner as Boliden e.g:

- Be open for planned as well as non planned assessments made by Boliden or a third party.
- Carry out and present results from self assessments when required.
- Have a positive attitude towards working with continual improvements.
- Ensure traceability of material and processes back to origin.
- Have procedures to ensure that the partner's partner adhere to environmental legislation and act according to international norms of behaviour.¹
- Be able to present records and needed permissions for activities performed by the partner or the partner's partner.
- Discontinue engagement with business partners who themselves, or through their upstream suppliers, have been identified as committing serious abuses towards our CRBP principles.

¹ Expectations of socially responsible organizational behaviour derived from customary international law, generally accepted principles of international law, or intergovernmental agreements that are universally or nearly universally recognized (Global Compact, ILO conventions, ISO 26000 2.1.10, LBMA Responsible Gold Guidance and OECD Due Diligence Guidance for Responsible Supply Chains of Minerals from Conflict-Affected and High-Risk Areas).

² UN Basic Principles on the Use of Force & Firearms by Law Enforcement Officials, UN Code of Conduct for Law Enforcement Officials, International Human Rights Standard for Law Enforcement, Voluntary Principles on Security and Human Rights, OSCE Handbook of Best Practice on Small Arms and Light Weapons

³ ILO, 87, 98, 135 & 143

⁴ ILO 29

⁵ ILO 138

⁶ ILO 100, 111

⁷ OHSAS 18001

⁸ ISO 14001

⁹ Like for example Basel-convention, CLP, REACH, IWIC.

¹⁰ ISO 14001

¹¹ Boliden applies UK Bribery Act