

## OPERATIONAL POLICY

Fortum saves natural resources for society by improving its customers' material and energy efficiency, as well as by integrating environmental sustainability into its own operations. Fortum works for the circular economy which keeps added value in products for as long as possible and minimize waste production and use of virgin material. We remove hazardous substances from the material cycles to ensure safe recycling and a good quality of recycled material.

The management model of Fortum is built on quality, environmental, and safety management systems. Practical methods of action, goals that have been set, and sufficient resources create the prerequisites for continuous development work. We systematically develop quality to achieve flow efficiency with customer needs in focus.

Fortum operates in a way which is safe to humans and environment. We are committed to zero accidents, zero environmental incidents and zero cases of exceeding emission or discharge limits. We are in strict compliance with all relevant regulations and continuously improve environment and safety. We monitor and collect statistics from safety, environment and quality to ensure continuous improvement.

Our values curiosity, responsibility, integrity and respect as well as ethical principles are guiding the decision making and seen in Fortum's operations. In competence development, the goal is to have skillful, committed and motivated employees to implement the business strategy and develop operations.

With industry-leading expertise Fortum provides customer-driven solutions which contribute to customer's value chain. Cooperation with our customers, personnel, residents and authorities in the vicinity of our operations is open, active, and long-term in nature. Our stakeholder dialogue is guided by our ethical principles and values. Active and open interaction is an essential part of operations conducted in line with those values.

In its operations, Fortum adheres to the following prioritization:

- That everyone who go to work, every day return home safe and sound
- We comply with laws and permit requirements
- We keep our promises made to customers
- We have good profitability

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Recycling and Waste Solutions



Kalle Saarimaa

Vice President, BA Recycling & Waste Solutions