

Group Legal & Compliance

15 July 2019

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GROUP INSTRUCTION ON FORTUM SPEAK-UP PROCEDURES

TABLE OF CONTENT

TABLE OF CONTENT2

1 SPEAK UP PROCEDURE3

 1.1 Why are you encouraged to speak up?3

 1.2 Who can use this Speak Up procedure?3

 1.3 What kind of issues can you raise?3

2 WHAT HAPPENS AFTER YOU RAISE YOUR CONCERN?3

 2.1 Speak Up procedure.....4

 2.2 Reporting.....4

3 HOW DO WE PROTECT YOU?4

 3.1 No negative effects.....4

 3.2 Your identity will be protected5

 3.3 Privacy.....5

4 CONTACT DETAILS AND FURTHER INFORMATION6

 4.1 Speak Up Phone and Webservice6

 4.2 Intranet6

5 MAIN TAKEAWAYS6

 5.1 If you have doubts6

 5.2 If you suspect a possible violation6

 5.3 If you do not have all the facts6

 5.4 If you are aware of6

 5.5 If you decide to raise a concern6

 5.6 Reporting to an outside party.....7

1 SPEAK UP PROCEDURE

1.1 Why are you encouraged to speak up?

We want to do business the right way, responsibly. Part of this is to promote a culture of openness as part of Fortum Open Leadership culture. A culture in which we all feel comfortable raising questions and concerns related in any way to our Code of Conduct.

When you tell us your concerns relating behavior that is not in line with our Code of Conduct, you help us to take action and improve the situation. So if you have a questions or concern about what is proper conduct, or if you suspect that the Code of Conduct is being violated, contact your manager, the People Function, Group Compliance or the Company management

If you remain silent, this can only make the situation worse. By reporting your concern, you help us (Note that if it is about an immediate danger like fire or safety issue, please use local emergency procedures).

1.2 Who can use this Speak Up procedure?

We invite all employees and other stakeholders to raise concerns. The ultimate aim is to improve our company in doing business the right way, responsibly. If you have a concern or issue you should

1. Contact your manager
2. Contact your People partner
3. If neither of above is comfortable, please use this Speak Up procedure

1.3 What kind of issues can you raise?

If you believe any issue is not entirely in line with our company values or Fortum Code of Conduct, you can raise your concern and provide reasoning. If you have a question about or issue related to your employment or its employment conditions or performance review or if you have a personal grievance, this Speak Up procedure does not apply. You may contact your local People Function to discuss if there are other ways to raise your concern.

2 WHAT HAPPENS AFTER YOU RAISE YOUR CONCERN?

When you contact the external Speak Up Phone or Web service, you will receive a unique case number, which you can use to check the status of your concern and/or add additional information. This service is managed by an independent party, called People In touch. It allows you to report in your native language. If desired, you can stay anonymous. Your concerns will be sent to Group Compliance, Group Compliance Officer.

Group Compliance Officer will screen each reported case and determines whether it is a reasonable suspicion of a violation of our Fortum Code of Conduct.

2.1 **Speak Up procedure**

If so, we will investigate your concern. Cases in which reasonable suspicion of violation of Fortum Code of Conduct will be further investigated and handled by or on instruction of our Group Compliance Officer. The persons accused will be informed unless there is a reason why this cannot be done. In case you raised a concern about a specific person, he/she will be informed as soon as possible about the suspected violation, unless and to the extent this can be expected to seriously hinder the investigation and, as a result, hinder the enforcements of Fortum's rights in the framework of legal proceedings. In the event the person involved cannot be informed immediately or completely, he or she will be (further) informed as soon as the investigation so permits. It is important that the interviewed can give their view on the facts presented in the final report.

If your concern was justified, measures will be taken by Group Compliance on the reported matter. If the concern that you reported is partly or fully well-founded (for example, wrong behavior took place), then the relevant Group function jointly with Group Compliance gives advice to the appropriate management level on measures to be taken. These measures can be disciplinary actions against certain persons and/or organisational measures to prevent such an incident from happening again.

2.2 **Reporting**

Group Compliance reports to the Fortum Audit and Risk Committee. General Counsel assumes and the Chief Compliance Officer role and Head of Group Compliance and Controls function acts as Group Compliance Officer as per Group Instruction for Compliance Management in Fortum. In case a member of the Group Compliance is personally involved in a reported concern, the matter will be referred to CEO and CFO further handling and investigation.

3 **HOW DO WE PROTECT YOU?**

3.1 **No negative effects**

Fortum will not tolerate negative effects when you raise a concern in good faith. There will be no retaliation. You shall not be put at a disadvantage. If you feel punished or treated unfairly, please inform us via either your manager, the Local People Function, Group Compliance Officer, the Speak Up Phone or Web service. In such cases, local management will be instructed by Group Compliance to ensure that disciplinary actions are taken against the offender(s). What does good faith mean here? It means that a person in the same circumstances would reasonably believe or suspect that our Fortum Code of Conduct was violated. That it was rational to raise a concern in such case. If upon investigation no violation was discovered, no action will be taken against you if you raised your concern in good faith.

The opposite is reporting in bad faith. In that case you know that you are reporting dishonestly for instance by giving false information. Or you abuse the reporting procedure because you have personal grievances. Or you report for personal benefit only. Fortum cannot allow reporting in bad faith. Making a bad faith report will result in disciplinary consequences for you, which may include dismissal.

3.2 Your identity will be protected

All concerns will be handled confidentially. Your name will only be known to the person who receives the concern, and to the appointed investigators. Please help us protecting your identity by being discrete and by not discussing your concerns or an ongoing investigation with any colleagues and not disclose more personal data in your report that you consider necessary for investigation. If you report in person, the recipient of your report will know your identity. If you wish to be completely anonymous, you can contact the external Speak Up Phone or Web service. Anonymity is possible in countries where this is legally allowed. Sometimes this depends on the nature of your concern.

People Function or Group Compliance Officer are not allowed to communicate your identity to others without your permission. The only exceptions are if:

- this is required by law; or
- you submitted a report in bad faith; or
- an important public interest is at stake (in which case we will inform you).

Sometimes keeping your identity secret can hinder or complicate investigations. Sometimes it even prevents us to take appropriate actions. In such cases, you will be asked to reveal your identity. It will only be given after you gave your approval to those persons who have a need to know such identity.

3.3 Privacy

Fortum processes personal data in accordance with the applicable data protection laws (incl. General Data Protection Regulation 2016/679/EU, 'GDPR'). Fortum Privacy Policy and the Fortum Group Instruction for Privacy. The legal basis for processing of personal data under the Speak Up procedure is Fortum's legitimate interest. Any personal data collected as part of this procedure will only be used for the purposes explained herein. Access to such data will only be given to those persons who have a need to know to comply with the law or when an important public interest is at stake.

Fortum Oyj is responsible for the processing of personal data in the context of this Speak Up procedure and acts as data controller. The external supplier of the Speak Up Phone and Web service acts as data processor, and is only entitled to process personal data on behalf of Fortum and on Fortum's written instructions in strict accordance with the data processing agreement. An individual whose personal data is being processed under this Speak Up procedure has several rights with regard to the processing of his/her personal data, as provided by the GDPR. The individual has, for instance, at all times, the right to access his/her data, i.e. to receive a copy of his/her personal data that is processed, unless this would seriously hinder the investigation and, as a result, the enforcement of rights in the framework of legal proceedings and to the extent that the data processed appear to be relevant and necessary for this purpose. The individual is also entitled to have incorrect information about him/her corrected and to request erasure of his/her personal data. Replies to a request for access, correction, erasure and exercising of other rights shall be provided without delay.

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4 CONTACT DETAILS AND FURTHER INFORMATION

Group Compliance Officer, Head of Group Compliance & Controls

→ T: +358504524645

→ harri.spolander@fortum.com

4.1 Speak Up Phone and Web service

Please check our Business Conduct intranet site for further information.

4.2 Intranet

Please check our Business Conduct intranet site for further information.

5 MAIN TAKEAWAYS

5.1 If you have doubts

It will not always be clear whether a particular situation could be a violation of our Fortum Code of Conduct. In such cases we prefer that you do raise your concerns, rather than keep them to yourself.

5.2 If you suspect a possible violation

If you are uncomfortable about raising possible violations, here are some tips:

→ speak up as soon as something worries you, we will listen to you

→ help us if you can by indicating how you think things can be put right.

5.3 If you do not have all the facts

Please do raise your concern, even though you do not have all the facts. Remember that the aim is to improve our company and to ensure that we all follow our Fortum Code of Conduct.

5.4 If you are aware of

any situation or behavior which:

→ can endanger the health or safety of any person or product; or

→ seems to be a violation of the law for which a person could go to prison like fraud, theft, bribery, anti-competitive behavior and the like, you must report. It is not allowed to keep silent, because the consequences maybe very serious.

5.5 If you decide to raise a concern

Please provide as much detailed information as you can to enable the recipient to assess the matter. Examples are circumstances of what you saw, background, reason for the concern, names, dates, places and other information. A report template is provided in the annex.

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15 July 2019

5.6 Reporting to an outside party

If you speak up, we will handle your concern very professionally. External disclosure may further be made in case of an important and urgent public interest or required by law. Nothing in this Speak Up procedure prohibits you from reporting possible violations of laws or regulations to the authorities. No prior authorization is required. Nevertheless we strongly encourage you to raise your concerns via this Speak Up procedure and promise to handle that professionally and carefully.