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**Approval date:**  
2010-05-11  
**Document ID/Search path:**  
Q 1003-B1

**Classification:**  
Open  
**Revision number:**  
K  
**Subject:**  
Strålfors Operational Manual:  
Policy  
Sustainable Development

## Addendum 1

# Policy for Sustainable Development

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## Policy for Sustainable Development

### OVERALL

Stralfors, owned by the Posten Norden, is an IT-focused Business to Business enterprise with a graphic tradition, providing complete solutions in the field of information transfer. Stralfors develops, produces and delivers systems, services and products for effective communication of business-critical information.

In line with the core values of our business, we are Reliable, Proactive and Caring.

Our solutions for information transfer support our customers' desire to concentrate on their core business. We offer the right solutions for information transfer employing the appropriate technologies and materials. Efficient production is always combined with time and cost saving logistic and delivery solutions.

Stralfors accepts short- and long term responsibility for Sustainable Development by integrating economical, environmental, legal and social aspects into its strategic and operational work, thus achieving and sustaining competitive advantage and profitability.

The Stralfors Group's overall task is to create long-term sustainable growth in value for its stakeholders.

*Malmö 2010-05-11*

A handwritten signature in blue ink, appearing to read "Per Samuelson".

Per Samuelson  
CEO  
**Stralfors AB**



## POLICY STATEMENTS

### ***Environmental aspects***

- Stralfors assesses the environmental impact of its products, processes and services by producing an Environmental Aspects and Impacts Register. Control measures are identified and applied to ensure that the business demonstrates continual improvement.
- Stralfors ensures that all resources are used efficiently by measuring, evaluating, analysing and developing the relevant processes and production sites.

### ***Social Responsibility aspects***

Stralfors conducts its activities in full compliance with all applicable regulatory requirements and legislation. The minimum standard for all operation is strict compliance with all national laws and collective agreements.

- **Customers, suppliers, subcontractors and partners:**  
Stralfors includes suppliers, subcontractors and partners in its work with sustainable development by requiring their support and contribution to sustainable development. Customers are encouraged to take responsibility for Sustainable Development.
- **Business ethics and corruption prevention:**  
Stralfors is committed to apply the strongest requirements concerning business ethics and integrity, and to support the work of national and international organisations in establishing and maintaining strict ethical norms for all companies.
- **Human Rights:**  
Stralfors is committed to support and respect the maintenance of international imposed human rights and aims to ensure that under aged children are protected in a satisfactory way. Stralfors will under no conditions employ children or support child labour – except when children are involved in training programs for young people approved by governments and international organisations.
- **External Communication:**  
External information conveys a correct image of, and knowledge about, Stralfors. The information is based on Stralfors business concept, its goals, strategies as well as its results. Through open and honest information Stralfors aims to gain and sustain a good resumé, image and trust.

### ***Quality aspects***

We define product quality as all the characteristics of a product or service that impact on our ability to satisfy stated or implied needs. It is critically important for Stralfors to consistently live up to our customers' quality demands. All colleagues understand that our quality management system forms part of a culture that we all contribute to.

- Ensuring the correct delivery, to the right place, at the right time, at the right cost and of the right quality is of the utmost importance to Stralfors across all areas of operation.
- Clear and measurable standards are established to ensure that Stralfors' quality management objectives are systematic, objective-oriented and well managed.
- The quality management system is an integrated part of the operational system covering all applicable aspects of sustainable development.
- Objective oriented processes are developed in order to fulfil requirements. The processes have well defined goals and their performance is followed-up by audits, measurements and ongoing reviews.
- The required level of quality is consistently obtained by following Stralfors' effective and suitable processes. Quality goals are set and the quality is continuously reviewed through use of the Plan, Do, Check, Act model.

### ***Risk management aspects***

- Focused Risk Management ensures customers' and Stralfors' own demands for continuity, confidentiality and secure information management.
- All operational units perform risk analysis aimed at reducing and where possible eliminating risks. The objectives of the risk analysis include locating, identifying and quantifying relevant risks. Actions are taken to eliminate or reduce the risks as far as possible. When considered appropriate, we may completely or partly transfer the risks to another risk carrier by means of insurance.
- Stralfors Risk Management standard has been developed in conjunction with this policy.



## DOCUMENT STRUCTURE

The Overall SD Policy is supplemented by an Information Security Management Policy.

## RESPONSIBILITIES

- The Sustainable Business Development Manager is responsible for maintaining this SD Policy, and can provide advice and guidance on implementation
- The CIO is responsible for the ISM Policy and supported documents, and can provide advice and guidance on implementation.

Managers are directly responsible for implementing sustainability initiatives within their business area and for ensuring adherence by staff.

Every employee has a responsibility to fulfil requirements of their own work, as well as to report incidents, weaknesses and accidents. Violation with deliberate intent may be seen as a disciplinary offence.

This policy is approved by and fully expresses the board of directors and the management group's view of sustainable development within Stralfors.

## REFERENCES

The United Nations General Declaration of Human Rights, The International Labour Organisation's (ILO) basic principles for labour legislation, The OECD's guidelines for multinational companies and Social Accountability 8000 (SA 8000), an auditable standard for protection of workers' rights, developed by the Council on Economic Priorities Accreditation Agency.

## CHANGE PROCESS

This document will be reviewed and updated on an annual basis. The Sustainable Business Development Manager is responsible for this review. The outcome of the annual review will be a proposal for an update of the policy and the consequences will be discussed with the management group and approved by the board before a new version will be made official.

## DOCUMENT HISTORY

Version	These changes have been done	Reasons for changes
J	Reviewed version	Stralfors is part of the Posten Group.
K	1. " it is critically important for Stralfors to consistently <i>live up</i> to our customers' quality demands " 2. Owner changed to <i>Posten Norden</i> 3. Responsible for review changed to <i>Sustainable Business Development Manager</i>	Yearly review, change of owner and internal re-organization