



CODE OF CONDUCT - VALUES IN ACTION

Our Mission - “To make a tangible and continuous success in every way for the IMEX team; improving and enhancing their lives - come what may”

Our values are the impeccable foundation for our mission.

Our Values - The 3 C's | *Courage, Care & Consistency*

Courage

To approach daily the mountain you fear, climb step by step upwards, committed fearlessly to do more than you have done before. Take IMEX with you to new heights where teamwork and self-discipline makes everything happen. React and serve ***fast. (Snabb)***

Care

We are dealing with wonderful human beings; they have feelings, concerns, needs and ideas. Show care, ***decency, (Schysst)*** consideration and interest in all these areas, with anyone that comes into contact with IMEX.

Consistency

Consistency builds trust and loyalty, within the team, with customers and suppliers alike. Do not get stuck; consistently improve. Make ***simple, (Enkelt)*** do not complicate.

Confidentiality

We are committed to maintaining the highest degree of integrity in all our dealings with potential, current and past clients, both in terms of normal commercial confidentiality, and the protection of all personal information received. We extend the same standards to all our customers, suppliers and associates. Confidential information that is shared within IMEX is to be respected at all times.



Ethics

Take proper account of ethical considerations, together with the protection and enhancement of the moral position of our clients, team and suppliers. Define where ethics could be an issue, raise in a professional manner and make decisions based on what is rational and fair. Openly report to management any concerns.

Duty of Care

IMEX has a conscience when it comes to social responsibility and how we as a business and our products impact life and the environment. IMEX will always conform to relevant law, and we believe that all businesses and organizations, should avoid causing any adverse effect on the human rights of people in the organizations we deal with, the local and wider environments, and the well-being of society at large. Respect for authorities that are set up to improve working and living standards are to be supported in every way. Positive attitude at all times builds positive results. Consideration for team members during challenging times or issues is real care. Coaching is critical to the IMEX continuous improvement.

Corporate Social Responsibility

We believe that our strong commitment to the highest standards of corporate citizenship and sustainability strengthens our business, our workforce and the communities where we operate. Social Responsibility is integral to the way we conduct business. We regularly review our supplier's performance and products to monitor their speed of improvement, by such measures as carbon footprint rates.

Contracts

We always try to meet our clients' contractual requirements, although due to the nature of our business we rarely have written contracts, and aim to meet more than their expectations of IMEX in unique levels of customer experience and care.

Pricing

Our prices are always competitive for what we provide, which is quality flooring products, and concepts. As such we do not generally offer discounts but specific price levels; generally a reduction in price is only enabled by reducing the level or extent of goods and services to be delivered, or an increase in volume which saves transport costs. That said, we always try to propose solutions which accommodate our clients' available budgets and timescales.



Payment

We aim to be as flexible as possible in the way that our goods are charged. We make no attempt to charge interest on late payments, so we expect payments to be made when agreed. Our terms are generally 30 days in arrears. In rare cases some invoices may be factored after considering risk.

Quality assurance

We maintain the quality of what we do through constant ongoing review with our clients, of all aims, activities, outcomes and the cost-effectiveness of every activity. Our suppliers are vetted and requested to meet with only the highest levels of quality assurance, also manufacturing is to be environmentally responsible. Never over promise nor under deliver.

Professional conduct

We conduct all of our activities professionally and with integrity. We take great *care* to be completely objective in our recommendations that we give, so that issues are never influenced by anything other than the best interests of our clients. Dress code is to align with IMEX values. Language is to be professional Swedish or English and authentic, and remembering the power of small talk in building team confidence.

Equality and discrimination

We always strive to be fair and objective in our advice and actions, and we are never influenced in our decisions, actions or recommendations by issues of gender, race, creed, colour, age or personal disability. Our vision for our people is monitored, and our promise is that:

- We do not permit the employment of under-age children in our workforce or the use of forced or compulsory labor in any of our global operations.
- We are committed to diversity and provide equal employment opportunities to all employees and job applicants regardless of race, color, sex, age, sexual orientation, creed, national origin or disability.
- We do not tolerate any form of workplace harassment including sexual harassment of an employee or employment candidate.



- We recognize and respect our employees' right to join associations and choose representative organizations for the purpose of engaging in collective bargaining in a manner that is consistent with applicable laws, rules, regulations and local customs.
- We are committed to providing challenging and rewarding career opportunities to ensure that we have a skilled, capable and energized workforce.
- We provide learning opportunities for employees to maximize their potential and ensure that the company achieves its business objectives.
- The health and safety of our employees and neighbors is a paramount concern. Our Environment, Health and Safety policy addresses these areas in greater detail.

The Company routinely monitors, assesses and reports on our conformity with this policy. We require all employees to comply with this Policy and related directives and policies. We are working to ensure that our contractors and suppliers respect this policy.

Companywide policies

Company policies are in place and updated as times move. Commitment to all of these policies is essential. Copies of these are all available upon request, and are read by each employee regularly. These include Email Policy, IT Policy, Vehicle Policy, Workplace Policy and HR procedures.

Company Values and Keywords

Courage

Fast - Snabb

Brave

Daring

Confident

Knowledge

Creative

Innovative

Perseverance

Endurance

Care

Decent - Schysst

Considerate

Respect

Confidential

Understanding

Follow-up

Empathy

Responsibility

Consistency

Simple - Enkelt

Easy - Enkelt

Loyal

Reliable

Experience

Balanced

Even

Level

Calm



Stamina

Adept

Facial

What is the IMEX perception of **Courage**?

It is not the critic who counts; not the man who points out how the strong man stumbles, or where the doer of deeds could have done better. The credit belongs to the man who is actually in the arena, whose face is marred by dust and sweat and blood; who strived valiantly; who errs, who comes again and again, **fast**, because there is no effort without error and shortcoming; but who does actually strive to do the deeds; who knows great enthusiasms, the great devotions; who spends himself in a worthy cause; who at the best knows in the end the triumph of high achievement, and who at the worst, if he fails, at least fails while daring greatly.

What is the IMEX perception of **Care**?

We may underestimate the power of a touch, a smile, a kind word, a listening ear, an honest compliment, the smallest act of caring, or **decency** of attitude, all of which have the potential to turn a life around. Be interested in others we are in contact with. Every person has concerns, feelings, needs and wants. Seek to empathize, be **decent** and enhance them, at my expense...come what may.

What is the IMEX perception of **Consistency**?

To continuously grow and improve, not accept the mediocre or status quo. It is what I am, inside and out, at IMEX and not. We walk the talk. In today's business climate a level, balanced and calm approach will find solutions in a rational manner to the mass of demanding challenges. For all who touch IMEX, at any point, we are committed to giving the same **easy**, experience, everywhere, in a **simple** way, every time.

Personal notes: 