

Code of Conduct for Business Partners

Effective Date: February 2025

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1. Introduction

Bilpleie Holdco AS is a holding company with operations specialising in high quality car care. The corporate structure includes:

- 6 operational companies focusing on car care

1. Bilbyen Bilpleie AS (Org. no. 994 911 77)
2. Bilbyen Bilpleie Haugesund AS (Org. no. 918 303 901)
3. Bilbyen Bilpleie Bergen AS (Org. no. 927 486 040)
4. CarShine Oslo AS (Reg. no. 932 131 749)
5. CarShine AS (Reg. no. 913 907 329)
6. Bilpleiehallen AS (Organ. no. 990 311 153)

- 2 companies responsible for importing car care products

1. DITEC Norge AS (Org. no. 989 491 067)
2. DITEC International AS (Reg. no. 932 375 214).

Bilpleie Holdco was established on 26 August 2020 and employs over 100 people in different locations in Norway.

As a leading and serious player in the industry, Bilpleie Holdco is committed to delivering high-quality car care services with integrity, environmental responsibility, and respect for human rights.

In addition to our Code of Conduct, Bilpleie Holdco expects all business partners to operate in compliance with the laws, rules and regulations of the country in which they operate.

2. Scope

This Code of Conduct for Business Partners outlines the standards and expectations we have for all our business partners, including suppliers and customers, to ensure responsible and ethical business practices throughout our value chain. The term 'suppliers' collectively refers to sub-suppliers, consultants, distributors, and agents.

The Code covers all individuals employed by the suppliers, regardless of their employment status or contractual relationship. This includes temporary workers, part-time employees, and informal staff.

3. Compliance with laws, regulations and standards

All business partners must comply with local and international laws and regulations, including human rights and labor laws, environmental regulations and anti-corruption laws, including:

- UN Universal Declaration of Human Rights (1948) - ILO Core Conventions (29, 87, 98, 100, 105, 111, 138 and 182)
- UN Guiding Principles on Business and Human Rights
- OECD Guidelines
- Applicable health and safety and worker protection legislation
- Labour laws
- UN Convention Against Corruption

- Other applicable legislation

If national laws conflict with this Code, the stricter requirement applies. Partners must immediately notify Bilpleie Holdco of any conflicts if they occur.

4. **Ethical business practices**

Our business partners shall uphold the highest standards of ethics. We require:

Business integrity

Business partners and their agents are required to uphold the highest standards of integrity in all business dealings. This includes maintaining a zero-tolerance approach to all forms of bribery, corruption, extortion, and embezzlement. Facilitating or accepting bribes, either directly or indirectly, to secure or retain business or gain an improper advantage, is strictly prohibited.

Fair competition and advertising

Business partners must engage in fair business practices that align with antitrust and competition laws. Advertising and promotional activities must be truthful, non-deceptive, and consistent with ethical standards.

Transparency and disclosure of information

All business dealings must be conducted transparently and accurately recorded in business books and records. Partners must disclose information regarding their labour, health and safety, environmental practices, business activities, financial situation, and performance in accordance with applicable laws and industry practices. Falsifying records or misrepresenting supply chain practices is unacceptable.

Protection of intellectual property and confidential information

Business partners must respect intellectual property rights and ensure the proper safeguarding of customer, supplier, and employee information. Technology transfers and sharing of know-how must be conducted responsibly, ensuring intellectual property rights are protected.

Whistleblowing and protection against retaliation

Partners must maintain mechanisms for confidential and anonymous reporting of unethical behaviour, including whistleblower programmes that protect individuals from retaliation. Reports of concerns can also be submitted directly to Bilpleie Holdco through designated channels, and all concerns will be addressed promptly.

Privacy and data protection

Business partners must respect the privacy of all individuals they engage with, including customers, suppliers, and employees. Personal information must be collected, stored, processed, and shared in compliance with applicable privacy and information security laws. Partners are expected to implement safeguards to protect this information against unauthorised access or misuse.

5. Human rights and labor standards

All business partners shall respect internationally-recognised human rights, including within the supply chain. Workers in the supply chain must be treated with dignity and respect as understood by the international community. This applies to all workers including migrant, student, temporary, contract, direct employees and any other type of worker. We expect that business partners maintain evidence of fair treatment policies, for example worker contracts, standard practices, policies and employee handbooks.

Forced labor

Bilpleie Holdco AS prohibits all forms of forced labor, including bonded, prison, or involuntary labor, as well as human trafficking. Workers must have freedom of movement and must not face unreasonable restrictions on entering or exiting facilities, including dormitories.

All workers must receive a **written employment agreement** in a language they understand before starting work. For foreign workers, this agreement must be provided before they leave their home country, with no changes allowed unless required by law and beneficial to the worker.

Workers must be free to leave their job or terminate employment with reasonable notice, as specified in their contract.

Employers, agents, and subcontractors must not hold or confiscate identity documents. Workers must not pay recruitment fees, and any such fees must be reimbursed if identified.

Child labor and young workers

Bilpleie Holdco strictly prohibits the use of child labor. Workers must be at least 15 years old or the minimum legal working age in their country, whichever is higher. Workers under 18 must not perform hazardous tasks or work night shifts or overtime.

Employers must verify worker ages and properly manage workplace learning programs, ensuring compliance with laws and providing fair wages to students and apprentices.

If child labor is discovered, immediate remediation must prioritise the child's welfare.

Working hours

Working hours must comply with local laws and should not exceed 60 hours per week, including overtime, except in emergencies. Workers must receive at least one day off every seven days. Overtime must always be voluntary.

Wages and benefits

Workers must be paid according to local laws, including minimum wage, overtime, and legally required benefits. Pay for overtime must exceed regular hourly wages. Wage deductions for disciplinary purposes are not allowed. Workers must receive clear and timely wage statements with all necessary details to verify their pay.

Humane treatment

Workplaces must be free from harassment, abuse, and discrimination. No worker shall face physical or verbal abuse, violence, bullying, or shaming. Discrimination based on race, gender, age, religion, disability, or other protected characteristics is prohibited in hiring, pay, promotions, or training.

Workers must be provided reasonable accommodation for religious practices or disabilities. Medical tests, such as pregnancy tests, must not be used in a discriminatory manner.

Freedom of association

Workers have the right to organise, join trade unions, and bargain collectively without fear of retaliation. In countries where these rights are restricted, employers must facilitate alternative lawful worker representation.

Open communication and direct engagement between workers and management are the most effective ways to resolve workplace and compensation issues. Workers and/or their representatives shall be able to openly communicate and share ideas and concerns with management regarding working conditions and management practices without fear of discrimination, reprisal, intimidation, or harassment.

In alignment with these principles, participants shall respect the right of all workers to form and join trade unions of their own choosing, to bargain collectively, and to engage in peaceful assembly as well as respect the right of workers to refrain from such activities. Where the right of freedom of association and collective bargaining is restricted by applicable laws and regulations, workers shall be allowed to elect and join alternate lawful forms of worker representations.

6. Environmental responsibility

Business partners must strive to improve their environmental impact by applying a systematic approach to reduce negative environmental impacts from their operations. Business partners shall identify and minimise adverse environmental impacts while safeguarding the health and safety of the community and public.

Permits, approvals and registrations

All required environmental permits, approvals, and registrations must be obtained, maintained, and kept current, and their operational and reporting requirements must be followed.

Pollution, emissions, and waste generation

Pollution, emissions and waste must be minimised or eliminated at the source through methods such as installing pollution control equipment (such as filters, biofilters etc), modifying production processes, or adopting sustainable practices like materials substitution, reuse, recycling, and conservation of natural resources such as water, fossil fuels, and minerals.

Hazardous substances

Chemicals, waste, and other materials that pose risks to human health or the environment must be identified, labeled, and managed to ensure their safe handling, movement, storage, use, and disposal. Hazardous waste must be tracked and documented.

Solid waste

A systematic approach must be implemented to identify, manage, reduce, and responsibly dispose of or recycle solid waste. Waste data must also be tracked and documented.

Emissions

Air emissions, including volatile organic chemicals, aerosols, corrosives, particulates, ozone-depleting substances, and combustion byproducts, must be characterised, routinely monitored, controlled, and treated as required prior to discharge. Ozone-depleting substances must be managed in accordance with the Montreal Protocol and applicable regulations.

Water management

Business partners are encouraged to implement a water management program that documents, characterises, and monitors water sources, use, and discharge, seeks opportunities to conserve water, and controls channels of contamination. All wastewater should be characterised, monitored, controlled, and treated as required before discharge or disposal. Routine monitoring of wastewater treatment systems must ensure optimal performance and regulatory compliance.

Energy consumption and greenhouse gas emissions

Energy consumption and greenhouse gas emissions should be tracked, documented, and made available.. Business partners are encouraged to establish absolute corporate-wide greenhouse gas reduction goals and to explore methods to improve energy efficiency and reduce overall consumption and emissions.

Environmental Product Declarations (EPDs) and Life Cycle Analyses (LCAs) of products are encouraged to analyse the carbon footprint of materials, components, and products provided to Bilpleie Holdco AS.

Chemical safety

Chemical safety compliance requires that all chemical products are classified, labeled, and packaged according to the EU Classification, Labelling, and Packaging directive (Regulation 1272/2008). Partners must follow REACH regulations, including safety data sheets for hazardous materials.

These requirements are integral to ensuring environmental responsibility within business operations and contributing to sustainability goals.

7. Health and Safety

Providing a safe and healthy work environment is essential. All business partners are expected to adhere to the following health and safety standards:

Occupational Health and Safety

Identify and assess potential workplace hazards such as chemical, electrical, fire, and fall risks, and implement controls to mitigate them.

When hazards cannot be eliminated, ensure workers are provided with well-maintained personal protective equipment (PPE) at no cost and are educated on associated risks.

Take gender-responsive measures, including protecting pregnant or nursing workers from hazardous conditions and providing reasonable accommodations for nursing mothers.

Emergency preparedness

Develop and implement emergency plans to minimize harm during potential crises. These plans must include:

- Emergency reporting systems and clear evacuation procedures.
- Well-marked emergency exits and fire detection and suppression systems.
- Annual emergency drills, or more frequent drills if required by local law.
- Maintain contact information for emergency responders and recovery plans to address post-emergency impacts.

Occupational injuries and illnesses

Establish systems to:

- Track, report, and investigate workplace injuries and illnesses.
- Provide appropriate medical care and implement corrective actions to prevent recurrence.
- Allow workers to remove themselves from hazardous situations without penalty until the hazard is resolved.

Industrial hygiene

Assess and manage worker exposure to chemical, biological, and physical hazards. Where hazards cannot be fully controlled, provide workers with appropriate PPE and training on safe usage.

Conduct regular health monitoring to ensure occupational conditions do not harm worker health.

Physically demanding work

Identify and address risks associated with physically demanding tasks such as repetitive motions, prolonged standing, or heavy lifting. Ensure ergonomic measures are in place to reduce strain.

Machine safeguarding

Evaluate all machinery for safety risks. Install and maintain physical guards, barriers, and interlocks to protect workers from injury.

Sanitation, food, and housing

Ensure workers have access to clean toilet facilities, potable drinking water, and sanitary food preparation areas. Worker accommodations provided by business partners must:

- Be clean, safe, and ventilated, with adequate lighting and emergency egress.
- Provide secure storage for personal items and reasonable personal space.

Health and safety communication

Provide workers with health and safety training in a language they understand.

Clearly post health and safety information, including details about workplace hazards, in locations accessible to workers.

Encourage workers to report health and safety concerns without fear of retaliation.

Product responsibility

The business partner must exercise due care in the design, manufacture and testing of products to reduce the risk of non-conformance that could harm life, health, safety or the external environment in using the product.

8. Supply Chain Transparency

We expect our partners to comply with requirements for supply chain transparency, including:

- **Conduct Due Diligence:** Assess risks related to human rights, labor conditions, and environmental impact within their supply chains.
- **Ensure Subcontractor Compliance:** Enforce this Code with subcontractors and suppliers.
- **Trace Materials:** Maintain traceability of materials and processes to demonstrate compliance during third-party audits.
- **Provide Billeie Holdco with data required for its own due diligence**

9. Monitoring and Compliance

Billeie Holdco requires transparency in the supply chain. Business partners must have control systems in place to ensure compliance with the requirements outlined in the Code of Conduct.

Billeie Holdco reserves the right to:

- **Conduct Audits:** Perform on-site inspections and request documents to verify compliance with this Code.
- **Request Corrective Actions:** Require partners to submit improvement plans within 30 days of identifying non-compliance.
- **Terminate Contracts:** End relationships with partners who fail to comply or correct violations within grace periods.

10. Reporting Concerns

Reports of violations or unethical practices can be submitted confidentially directly or using our Whistleblower channel (scan the QR code below).



All reports are investigated within 30 days, and findings will be communicated to involved parties.

11. Continuous Improvement

We encourage our business partners to continuously improve their practices by:

- **Monitoring sustainability metrics and compliance efforts.**
- **Setting measurable targets** for emissions reduction, waste management, and workplace safety.

Bilpleie Holdco will regularly review and update this Code to reflect emerging best practices and regulatory changes.

This Code of Conduct for Business Partners establishes clear expectations and aligns with Bilpleie Holdco values and Norwegian and international standards.

Partners are encouraged to ask questions, request clarification, and collaborate with Bilpleie Holdco to meet these expectations.

For additional information, please contact:

Bilbyen Bilpleie AS: post@bilbyenbilpleie.no

Bilbyen Bilpleie Haugesund AS: haugesund@bilbyenbilpleie.no

Bilbyen Bilpleie Bergen AS: bergen@bilbyenbilpleie.no

CarShine Oslo AS: post@carshineoslo.no

CarShine AS: firmapost@carshine.no

Bilpleiehallen AS: post@bilpleiehallen.no

12. References

The following references were used in preparing this Code and may be useful sources of additional information:

- [ILO Fundamental Conventions](#)
 - Freedom of Association and Protection of the Right to Organise Convention, 1948 (No.87)
 - Right to Organise and Collective Bargaining Convention, 1949 (No.98)
 - Forced Labour Convention, 1930 (No.29)
 - Abolition of Forced Labour Convention, 1957 (No.105)
 - Minimum Age Convention, 1973 (No.138)
 - Worst Forms of Child Labour Convention, 1999 (No.182)
 - Equal Remuneration Convention, 1999 (No.100)
 - Discrimination (Employment and Occupation) Convention, 1958 (No.111)
 - Occupational Safety and Health Convention, 1981 (No.155), and the Promotional Framework, 2006 (No.187)
- [United Nations \(UN\) Guiding Principles on Business and Human Rights](#)
- [Universal Declaration of Human Rights](#)
- [United Nations Convention Against Corruption](#)
- [United Nations Convention on the Rights of the Child](#)
- [United Nations Convention on the Elimination of All Forms of Discrimination Against Women](#)
- [United Nations Global Compact](#)
- [ILO Code of Practice in Safety and Health](#)
- ISO 14001 and related standards – Environmental management
- ISO 45001:2018 - Occupational health and safety management systems