

Ethical framework

Better Shelter



Aim	Provide guidelines on how to act and do business
Applicable to	All employed and temporary employees
Preconditions	All employed and temporary employees have read, understood, and signed the Ethical framework
Owner	Board of Directors, Better Shelter

*) This version has been updated with grammatical and formatting changes in August 2023. There have been no changes in content or meaning.

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1. Overview

1.1. Our values

- User focused
- Respectful
- Collaborative
- Lead by example
- Cost-conscious

1.2. Introduction

This document outlines the Better Shelter code of conduct and is applicable to all employees, regardless of their employment form and length, during the entirety of their employment period.

The code of conduct is about doing good business. As a social enterprise, Better Shelter builds its business on a humanitarian imperative, honesty, respect, and integrity.

Founded to explore and develop new ways to improve the lives of displaced persons, Better Shelter identifies itself as innovative, proactive, collaborative, solution centred and professional.

Because of its organisation, Better Shelter must balance its revenue earning interests with its humanitarian objectives. And it is not only by producing and making accessible a product used for humanitarian relief that Better Shelter's humanitarian identity is established and maintained.

Better Shelter considers it an opportunity to base its activities on certain values, to invest in its brand name to ensure long-term investments in the future. It requires that all aspects of Better Shelter's work be in tune to do business according to its fundamental principles.

Humanitarianism for Better Shelter is defined as acknowledging the universal human value of all persons, regardless of race, creed, political or social status, sexual orientation, or any individual traits. Better Shelter does not act out of compassion leading to pity that considers the other as an object, a recipient of aid. Humanitarianism acts out of solidarity and the conviction that all human beings have an equal right to a safe and dignified life, also during displacement. Its compassion, then, is based on the refusal that human beings are deprived of dignity and life. Humanitarianism based on solidarity considers a violation of these rights on others, a violation of the self.

Due to resource constraints, Better Shelter may not offer relief to all humans that suffer but will prioritise those persons displaced by armed conflict or natural disasters.

1.3. Why an ethical framework

We have always had a long-term perspective on our activities and programmes. We recognise a responsibility towards our co-workers—our most valuable resource—and partners, the communities we work in, and the children and families we are trying to help.

For us, it is all about working tirelessly towards our long-term goals with a down-to-earth approach, focusing on simplicity and daring to be different. Our work is always based on honesty, respect, fairness, and integrity. To ensure we all live up to these standards and expectations, we have supplemented our values with an ethical framework that states the behaviour we all need to mirror.

1.4. The better shelter ethical framework

This Ethical Framework applies to all co-workers of Better Shelter. The use of the term “Ethical Framework” refers solely to the Ethical Framework for Better Shelter that you are now reading. This Ethical Framework was adopted by the Better Shelter’s board of directors on November 28, 2017, and may only be amended by the board.

2. Acting with integrity

2.1. Fair and honest relations with and partners

The way we deal with our partners shall be characterized by honesty, respect, fairness, and integrity. Better Shelter shall comply with the laws and regulations in all jurisdictions where we conduct our activities. We shall not offer or accept from existing and potential partners any rewards or benefits that violate any applicable laws or this Ethical Framework. We will make our partners, as well as those we do business with, aware of our Ethical Framework and our values.

2.2. Zero tolerance towards corruption

Trust, respect, integrity, and honesty are essential to Better Shelter. Any type of corruption is contradictory to the objective of our work and our activities. We have zero tolerance towards corruption in any form.

2.3. Avoiding conflicts of interest

Within Better Shelter, we shall always make decisions based on what is in the best interest of Better Shelter, the children, and families we are trying to help. Decisions shall never be based on personal considerations or relationships.

A conflict of interest arises when anything interferes with or influences a co-worker's independent judgement about what is in the best interest of Better Shelter. We must avoid situations in which our personal interests may conflict with, or even appear to conflict with, the interests of Better Shelter.

2.3.1. Situations we must be aware of

Assessing whether there is a conflict of interest is sometimes difficult. If in doubt, always be transparent and ask your manager. Any clear conflicts of interest must be reported immediately to your manager. The following are some types of situations that we must be particularly aware of:

Business opportunities

None of us may take business opportunities for ourselves, which may arise during our duties for Better Shelter, if this could be contrary to the interests of Better Shelter. Nor may any of us use company property or information for any type of personal gain. If in doubt, always ask your manager.

Funding opportunities

None of us may arrange or promote funding opportunities that benefit ourselves and members of the immediate family.

Other employment

Any employment outside of Better Shelter, with or without compensation, must not influence a co-worker's job performance. We may not engage in outside activities that divert time and attention away from our personal work responsibilities or require work during company time.

Board memberships and other outside affiliations

Any service on a board of directors or similar body of any enterprise or institution is not permitted if it creates a conflict of interest. All outside professional service must be approved by your immediate manager and the manager's manager.

Gifts, benefits, reimbursements, and entertainment

No co-worker may offer or accept gifts, benefits, reimbursements, or entertainment to or from a third party that would constitute a violation of this Ethical Framework or relevant laws. This also applies to any situation that could affect, or appear to affect, a co-worker's professional judgment. However, we recognise that the acceptance of

modest gifts, as well as hospitality and events, may be a legitimate contribution to building good relationships. In such instances, these gifts should be limited to items of little commercial value. All gifts and hospitality of higher commercial value shall be reported to your manager. If you are in doubt, always ask your manager.

Bribes, kickbacks and similar

We may not, directly, or indirectly, demand or accept, offer, or give any kind of bribe, kickback, unauthorised loan or any other unlawful or unethical benefit when performing our duties for Better Shelter.

Personal relationships

All of us working at Better Shelter must be observant to any conflict of interest if there is a family member, relative or close friend involved. This is applicable within the company as well as all other relations.

2.4. Political neutrality

Better Shelter observes neutrality regarding political parties and candidates. Neither the name nor the assets of Better Shelter shall be used to promote or discredit the interests of political parties or candidates.

2.5. Religious neutrality

Better Shelter observes neutrality with regards to religious opinions. Neither the name nor the assets of Better Shelter shall be used to promote or advance a religious standpoint.

2.6. Human neutrality

At Better Shelter, we acknowledge the universal human value of all persons, regardless of race, creed, social status, sexual orientation, or any individual traits.

3. Human rights and the working environment

3.1. Equal opportunities

Better Shelter respects and promotes fundamental human rights. We recognise our responsibility to observe those rights that apply to the activities involving our co-workers and the communities in which we work and live.

We hire and treat our co-workers in a manner that does not discriminate based on gender, race, religion, age, disability, sexual orientation, nationality, political opinion, union affiliation, or social or ethnic origin.

3.2. Good working environment

We aim to create the best possible work environment for our co-workers. This includes providing the conditions for a safe and healthy working environment. We must all be proactive when it comes to protecting health and the working environment.

3.3. Harassment is not tolerated

No form of harassment is tolerated within Better Shelter. This includes, but is not limited to, intimidation, any form of discrimination, sexual harassment, racism, or other forms of bullying, as well as acts or threats of violence

3.4. Right of association

We at Better Shelter respect every co-worker's right to freedom of association and preference within the institutional and recognised co-worker associations. We respect co-workers' right to join, form, or not to join a co-worker association of her or his choice without fear of reprisal, interference, intimidation, or harassment.

3.5. No forced labour or child labour

No form of forced, compulsory labour or child labour is tolerated.

3.6. Alcohol and drug abuse is never acceptable

We do not tolerate alcohol abuse or the use or distribution of illegal drugs on any Better Shelter premises.

No one may work under the influence of alcohol or any substance that prevents him or her from performing work duties safely and effectively.

3.7. Cultural sensitivity

At Better Shelter, employees are respectful of cultural diversity and well versed in universal human rights and humanitarian values.

To be respectful entails being open and understanding also towards persons with a different creed and cultural belonging. It entails adopting the understanding of every person's equal rights, regardless of race, faith, social or legal status and other individual characteristics.

We are expected to carry an open attitude to cultural diversity in our communication, actions, and behaviour.

3.8. Prostitution

We may never engage in prostitution as this runs contrary to the fundamental principle of each person's equal value to life, health, and dignity. Better Shelter employees may never engage in any form of exploitation of one self's or another person's body and life.

Better Shelter employees may not engage in any intimate or romantic relationship with crisis or poverty affected persons.

3.9. Illegal commerce

Better Shelter does not accept its employees to engage in illegal commerce. For instance, employees may be requested by persons in different capacities (refugees, authorities, partners) to facilitate bringing minerals or other items out of the country or to buy live, or body parts from, exotic animals, etc.

4. Resources and sustainable development

4.1. Our approach

For us, sustainability is all about making a difference. By using our resources in the best way, we can make a big difference. This means that the resources made available to us are used in the best ways possible.

We actively work towards sustainability and making the best possible use of resources. Every co-worker has a role to play in living up to this commitment in our daily work. Managers and leaders have a special responsibility to ensure this commitment is actively adhered to and clearly communicated.

5. Protection of assets and confidential information

5.1. Protect assets

Better Shelter has significant assets, and the most valuable one is our co-workers. The organisation also has a wide variety of other assets, such as funds, confidential information, copyrights, and intellectual property. We are all responsible for protecting the organisations assets and must report any loss to our nearest manager.

5.2. Proper use of assets

Our tools – such as office equipment, IT systems, software, and other assets – shall only be used for conducting Better Shelter activities. Other uses or related purposes can be authorised by the relevant manager, directives or local rules.

5.3. Proper use of funds

All of us at Better Shelter and those acting on the organisation's behalf shall strive to perform our activities in such a way that funds are not exposed to misuse but are instead used efficiently, effectively, responsibly, and prudently.

5.4. Protect intellectual property

Better Shelter has been granted to use a logo. This – and all other intellectual property – is an asset of utmost value and must be treated with appropriate care. Co-workers must follow and, in cases of doubt, always seek instructions on how to use and protect this intellectual property.

When using the Better Shelter logo and company affiliation, any potential reputational risk on the Better Shelter brand must be considered in all our activities and actions. Intellectual property created by co-workers is transferred and assigned to Better Shelter by law and/or her or his employment agreement.

5.5. Protect confidential information

Any Better Shelter co-worker with access to confidential information owned by Better Shelter, and information owned by third parties, shall always safeguard this information.

Any unauthorised disclosure may harm the company or third parties. Such information may be financial information, business plans, technical information, information about co-workers and/ or partners, grants, or programmes and other types of sensitive knowledge.

Everyone working at Better Shelter who has access to such assets or confidential information must act in accordance with the employment agreement, relevant laws, and the company's policies and rules.

6. We comply with the Ethical Framework and the law

6.1. Use common sense

We must always use our sound judgement and our common sense. In the course of your daily work, you may face difficult situations. If you are in doubt about any of your actions, simply ask yourself the following questions:

- Is it consistent with our Ethical Framework?
- Is it ethical?
- Is it legal?
- Is it consistent with our culture?
- Will it reflect well on Better Shelter, its activities, or brand?
- Am I willing to stand up for my behaviour publicly?

If the answer to any of these questions is no, do not do it. Whenever you are uncertain, always be transparent and ask your manager for guidance.

Better Shelter strives to have an open culture of inclusiveness. All of us are encouraged and should feel empowered to discuss ideas, improvements, different views and, in good faith, any concerns we might have. To sustain an open culture of inclusiveness and honesty, our way is to be transparent and discuss with, or report to, one of our nearest managers – or a higher-level manager, so that matters can be dealt with in a straightforward way.

6.2. We lead by example

It is the responsibility of all managers at Better Shelter to communicate and demonstrate the content and the spirit of this document in their daily work and to bring it into the projects Better Shelter is funding.

All managers must ensure that the co-workers they lead understand their responsibilities under the Ethical Framework. All co-workers have an active duty to ensure their behaviour complies with – and is in the spirit of – the Ethical Framework.

7. Compliance

Please always consult with your direct manager if you are uncertain how to act in accordance with the code of conduct or how the code of conduct should be interpreted.

Hotline: You can report possible violations to Johan Hallén, legal advisor/ lawyer, at Setterwalls

Contact: Johan.hallen@setterwalls.se +46 31 701 17 00

We all have a responsibility to report any possible violation against the code of conduct to the Managing Director of Better Shelter, the CFO of IKEA Foundation, or the hotline above. Any violation against the code of conduct could result in termination of the employment contract.