

Approved by:	Issued by:	Valid for:	Date:	Version:
ICA Gruppen's Management Team	SVP, Corporate Responsibility	ICA Gruppen	2015-11-03	10
Revised and adopted by ICA Gruppen's Management Team in November 2015 Original version adopted by ICA Handlarnas AB in 1996.				

ICA Gruppen¹ Sustainability Policy

The products and services sold or otherwise made available by ICA shall comply with applicable legislation.

We aim to develop our business with the customers and long-term sustainability in focus. We shall be responsible and progressive in matters of quality, environment, health and social compliance and shall be perceived as such. To continually improve we seek out new knowledge and technologies and then implement them, step by step, in the operations. In this way, our common resources are used to the benefit of society.

Products and services shall live up to the expectations of our customers and other stakeholders, in the markets where we operate, in terms of function, safety, social compliance, health and impact on the environment.

In our real estate activities we take into account energy, material and function in buildings and premises related to ICA, as well as the environment around the buildings.

In our operations we shall maintain a high standard of hygiene, product safety and quality while constantly reducing the environmental impact.

We shall meet society's expectations on openness and honesty. We shall have a good customer relation interface and shall listen to customers and other stakeholders, using their opinions to help promote business growth. Our objective is to provide factual, reliable and relevant information and communication that enable customers to make their own choices.

This policy applies to all companies within ICA. Our employees shall possess the knowledge required to enable us to live up to this policy.

¹ Hereafter referred to as ICA.

| Marks that a change from previous version have been made in the text.



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ICA's Group Management	SVP, Corporate Responsibility	The ICA Group	2009-05-26	2
Revised and adopted by ICA's Group Management in May 2009. Original version adopted by ICA Handlarnas AB in 2003.				

ICA's Good Business

ICA has chosen to describe our view on ethics and corporate responsibility in our position statement "ICA's Good Business". We want all parties to feel secure and confident with us.

By ICA's Good Business we mean that ICA will:

- be driven by profitability and high ethical standards
- listen to customers and always base decisions on their needs
- nurture diversity and growth among its employees
- maintain an open dialogue internally and with the community
- | • ensure quality and safe products
- promote a healthy lifestyle
- adapt sound environmental practices and to promote sustainable development

The intranet-based interactive training ICA's Good Business is mandatory for everyone within ICA.