

# CODE OF CONDUCT

## INTRODUCTION

Permobil seeks to uphold the highest standards of business ethics and integrity to support efforts of national and international authorities to establish and enforce high ethical standards for all businesses. Permobil's code of conduct is based upon the company's core set of values described in our history, vision, mission, quality and environmental statements.

The code of conduct is intended to give the organization and their employees a guidance to take responsibility for the impact of their activities in areas such as society involvement, sustainability, environment, health and safety, human rights and consumer issues. The code of conduct shall be consistent with applicable law and intergovernmental instruments i.e.

- UN Declaration on Human Rights
- ILO's core conventions
- National laws and regulations in the countries where we operate
- OECD Guidelines for Multinational Enterprises
- Environmental Management Systems - ISO 14000
- Medical Devices - Quality Management Systems - ISO 13485
- Guidance on Social Responsibility - ISO 26000 (ready 2010)
- Quality Management Systems – ISO 9001

Geographical, cultural and social differences are respected in the company in so far as they do not erode agreed international standards and national laws.

## OUR HISTORY

Permobil was born in Timrå more than 40 years ago in a basement workshop owned by inventor, entrepreneur and doctor Per Uddén. Per Uddén was an unusual man in many respects. He was driven by a tremendous will to find new solutions to the problems he encountered in connection with his work as a doctor. Dr Uddén tried out many different ideas to improve the quality of life for people with functional disabilities. He believed that everybody had the right to live a satisfactory life in accordance with their circumstances. A powered wheelchair was an idea that resulted in a prototype in the mid-1960s which included, what were at the time, unique technical features such as power-tilt, folding arm and leg supports, and front-wheel drive. Per Uddén was a genuine pioneer and we are proud to continue in his spirit and proud that the company bears his name – Permobil.

In 1965, the founder stated: *"Every disabled person has the right to have his or her handicap compensated as far as possible by aids with the same technical standard as those we all use in our everyday lives"*.

The creativity, inquisitiveness and humanistic outlook on people that characterized Per Uddén and his work created the foundation that Permobil rests on today. Tens of thousands of people all over the world now enjoy a richer life thanks to an unusual man and his ideas.



[www.permobil.com](http://www.permobil.com)

## OUR VISION

What is it that has made Permobil the world leader within its field? We would say the ability to listen and understand.

For more than 40 years we have been working with, and for, people with various kinds of functional disability. We have met and become familiar with tens of thousands of people who have described the facts of their existence, their dreams and needs. We have become an important part of their day-to-day lives thanks to our products and services. It is a privilege to have such strong, close relations with customers. It is also one of the reasons why we have had such success with our products and services. We always focus on people and their needs. Our products are the result of a unique collaboration between users, occupational therapists, and our organization as a whole.

Today, we have a really exciting range of chassis and seats for adults, children and young people – for outdoor and indoor use. We have a global support and service organization that is a guarantee of safety and positive cooperation throughout the lifetime of our wheelchairs. Our company is growing steadily because our customers have confidence in us.

But we also have the energy, competence, and commitment to meet tomorrow's challenges. At present, we are developing a new system that further strengthens our users' ability to control and interact with their surroundings in spite of their disabilities. This wheelchair will be a natural platform for both mobility and wireless communication and interaction with the surroundings and an even greater aid to independence and an enhanced quality of life. The future looks exciting – both for us and our customers – with the vision: *Permobil will be the world leading provider of advanced rehab mobility solutions and accessories. Through WORLD-CLASS people, quality and innovation exceed customer expectations.*

## OUR MISSION – EMPOWER DISABLED PEOPLE THROUGH TECHNOLOGY

Permobil will develop, manufacture and market powered wheelchairs, transport solutions and communication systems for people with functional disabilities. Our products must lead where quality, performance, safety, and function are concerned in order to provide users with the best possible compensation for their disabilities.

*We must*

- grow through consistent profitability with the help of high quality and efficiency in product development, production, marketing, and service, as well as a strong position globally

## CARING FOR TOMORROW, TODAY

The responsibility for, and commitment to, environmental issues is part of our tradition and a natural facet of the way we work. We have a global responsibility to contribute whatever we can to support a positive development towards a more sustainable society. Our environmental policy is the compass that shows us which direction to take on a day-to-day basis and in connection with long-term, strategic decisions.

Permobil and our subsidiaries must work to promote an ecologically sustainable society by saving on resources and respecting the environment through the right choice of products, activities, and services.



[www.permobil.com](http://www.permobil.com)

*We must*

- reduce our consumption of finite materials and natural resources such as metals and fossil fuels, and be more economical with renewable resources such as water and fiberboard. This can be achieved by more recycling, among other things
- reduce the use and spreading of non-degradable and harmful materials, increase the use of renewable resources and sources of energy through such means as choosing the right materials and maintaining property
- strive to continually reduce our impact on nature in its multiplicity and on biological productive capacity
- apply lifecycle thinking and work to improve all areas of the environment through such means as supplying our products with informative environmental labels when planning and changing our activities, products and services
- evaluate the risk of and prevent and minimize the effects of unintentional emissions, noise, and accidents that harm the environment on an ongoing basis
- ensure employees' commitment to the environment and continually heighten our knowledge of the environment
- continually evaluate our environmental policy, environmental goals, and the results of our work on behalf of the environment and make accounts of these measures available to customers, suppliers, employees and our surroundings.

## QUALITY IS PART OF OUR TRADITION

Quality is one of the cornerstones our company rests on. Our ambition has always been to pursue the highest quality and ensure that our products and services are of a characteristic quality that we can be proud of and continually attempt to improve. A company with such ambitions can never rest on its laurels, quality must continually be improved and be a natural part of our everyday activities. This is why our company is permeated by structured quality thinking that includes comparing our performance to customers' expectations. This requires systematic quality control throughout all of our processes in order to make sure that the established specifications are always complied with. This policy applies throughout the group and also to our external suppliers.

*We must*

- develop, manufacture, and market products, systems, and services that are of such a quality that they provide customers with satisfaction and deserve to win their trust.
- always comply with or exceed approved specifications with our products.

## CERTIFICATION

A global company works with global supply. All our manufacturing sites around the world request our suppliers to comply with our company's purchase regulations and guidelines. Accepting and fulfilling our regulations and guidelines means that our global supply fully works in accordance with the requirements as stated in ISO 9001 or ISO 13485, ISO 14001 and ISO 26000. To become a preferred supplier and certified for our company, they shall accept our regulations and guidelines in a written contract.



*Jon Sintorn, President and CEO*



[www.permobil.com](http://www.permobil.com)