



Ethical guidelines

Goal and scope

The values of Kings Bay AS is built upon the significance of the assignment given to the company in Ny-Ålesund, the environmental requirements to the operation of the settlement, the national and international attention Ny-Ålesund has and the pride the government, scientists, board and employees want to feel about the place and the company.

The ethical guidelines are to be an integrated part of Kings Bay AS' operation and culture.

The success of Kings Bay AS is based on trust and professionalism. We must at all time act in accordance with our values to maintain this trust.

The ethical guidelines of Kings Bay AS describe the way we communicate with and treat the authorities, customers and guests and the behavior we expect from our employees and partners.

The ethical guidelines of Kings Bay AS will give the company, employees and partners, guidance and support in the daily duties and decision making.

The Authorities

Kings Bay AS is doing an important and highly profiled task on behalf of the Norwegian Government and Norwegian research authorities. To them it is important that the company always

- follows Norwegian law and regulations
- has an open and honest dialog with the authorities
- does its best to solve the tasks the company is assigned through the statutes etc
- does its best to satisfy the demands and comply with the guidelines for the company's operation
- acts in a way that makes the authorities satisfied and proud of Kings Bay AS in Ny-Ålesund

The Scientists

An important part of the research in Ny-Ålesund consists of long time series of measurements and monitoring of the natural environment. This research is dependent upon predictable scientific conditions including minimal disturbance of the local environment. To satisfy the scientists Kings Bay AS must always

- put science first in everything we do
- do its best to give the scientists good service and the best possible conditions for their scientific work
- do its best to solve the tasks it has taken on
- keep an open and honest dialog with scientists

The Guests

Ny-Ålesund and Kings Bay AS receive yearly a considerable number of guests who are interested in the activities of the place. To make their visits successful the company and its employees must always

- provide the information the guests need to plan their journey to and their stay in Ny-Ålesund
- prepare an appropriate and best possible program for the guests according to the purpose of their visit
- treat the guest with kindness and respect.
- make sure all guests get a good and correct impression of the place, its history and its scientific and social value

The Inhabitants

Ny-Ålesund is an international community with inhabitants and guests from all over the world. To make sure that all feel comfortable while staying here the company and all its employees must always

- in words and actions, respect the various cultures and religions represented in Ny-Ålesund
- do their best to satisfy different wishes and needs, and in doing so not insulting anybody else
- do their best to make the society appear safe and harmonious through initiatives and arrangements
- do their best to make sure all individuals feel cared for and enjoy themselves in Ny-Ålesund

The Employees

The safety and well-being of the employees, as well as the company's reputation, depend upon everyone's attitude and conduct.

Ny-Ålesund is a very special place with an isolated and close community where Kings Bay AS has a special responsibility for the social environment and to keep things in order. To create and maintain a good professional and social environment, earning respect and trust by the authorities, scientists and guests, the management and employees in the company shall always

- show respect and care for each other. Bullying and discrimination shall not occur.
- put health, work environment and safety first
- take care of colleagues who have extra need for attention, support and help
- have the community's interest in mind both at work and in leisure
- handle confidential information with care
- observe and obey Norwegian laws and regulations, including the local regulations for living in Ny-Ålesund
- show moderation in the use of alcoholic beverages. Use of illegal drugs shall not occur. Knowledge or suspicion of such use in Ny-Ålesund must immediately be reported to the management of the company
- pay attention to and live up to accepted social standards on business trips and on stays outside Ny-Ålesund. Purchases of sexual services are prohibited at all times.

Business ethics

The company's business code of conduct is based on the company's statutes and on principles presented for and discussed with our cooperation partners. Our customer's confidence is decisive for the company's reputation and the achievements of goals set in the strategic plan for the company. To achieve this, the company and its employees must

- in every context act openly and be honest towards our customers and lease holders
- be loyal to the principle of treating all customers and lease holders alike
- never engage in corruption or bribes
- only cooperate with companies that obey with the same ethical standards

Complaints and expressions of concern

Customers and lease holders, scientists, guests, inhabitants and Kings Bay AS' employees shall all feel free to express dissatisfaction or concern when it comes to Kings Bay AS business practice or the conduct of the employees. If it concerns violation of Norwegian law and regulations or the company's ethical guidelines, the company's employees have a duty

to report this. All reports will be handled confidentially and acted upon seriously. As a general rule, the managing director must be informed about the matter and he or she will have the main responsibility to make sure it is handled correctly and that illegal or unfortunate matters come to an end.

Implementation

The ethical guidelines of Kings Bay AS are to be made known to all employees, customers and lease holders. The guidelines apply to all of the company's employees and all shall do their best to live up to them. The company's ethical achievements are to be handled in a board meeting at least once a year and shall be a regular topic at employee meetings.