

ENERGI

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Business activities and organisation

Å Energi works systematically to protect fundamental human rights and ensure decent working conditions in our own organisation and operations, and throughout our value chain. Respect for human rights and labour rights therefore constitutes an important and integral part of our work on risk management. This report is based on the Act relating to enterprises' transparency and work on fundamental human rights and decent working conditions (the Transparency Act).

Å Energi is a large organisation: the biggest electric utility in Norway with ownership interests and activities throughout the value chain – renewable energy generation, electric power distribution, energy management and trading, and electricity retailing in the industrial, commercial and domestic markets. Our headquarters are in Kristiansand, and we have a presence in Sweden, Finland, Denmark, Germany, the UK and Switzerland.

Our social mission is to increase the production of clean renewable energy, distribute it efficiently around our grid, and bring new and better energy-related products and services to the energy market. Å Energi is organised into five business areas, which reflect the Group's core activities and value chain – Hydroelectric Power, Network, Renewable Energy Management & Trading, Customer & Digital Solutions and New Industries – and the parent company, which is responsible for shared functions.

The Group currently consists of the parent company Å Energi and a

total of 54 subsidiaries, of which the following 14 are subject to the Transparency Act:

- Å Energi AS
- Å Energi Vannkraft AS
- Glitre Nett AS
- Å Strøm AS
- Å Fornybar Forvaltning AS
- Å Energi Varme AS
- Å Energi Invest AS
- Entelios AS
- VIBB AS
- Eco STOR AS
- Netsecurity AS
- Norsk Energigjenvinning AS
- Norsk Biobrensel AS
- Bio Energy AS

This report covers all of the companies in the Group that are subject to the Transparency Act with the exception of Glitre Nett AS, which has produced its own report.

The Å Energi Group is currently in the midst of a wide-ranging integration process after the merger of Agder Energi and Glitre Energi. This will result in both organisational and

operational changes. Those changes include drawing up a new strategy for Å Energi that will affect our main focus and goals going forwards, including with respect to human rights.

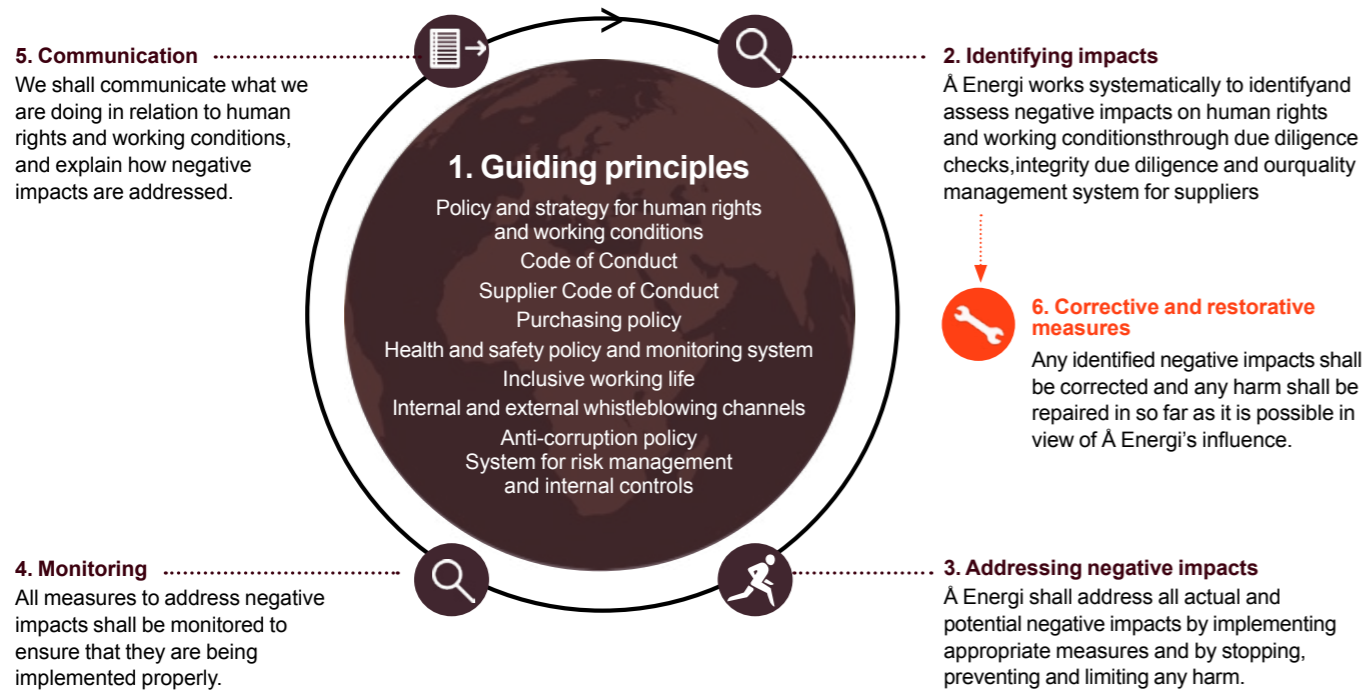
Work on respecting and promoting human rights and decent working conditions has been integrated throughout our organisation, and the Board of Directors set the guiding principles. All of the Group's managers have a responsibility to prevent and uncover any negative impacts caused by our own organisation, but a special responsibility has been given to the EVP Operations and Sustainability.

Å Energi has a separate purchasing department which engages actively with our suppliers to ensure that they understand and address risks of negative impacts on human rights and working conditions in our supply chains.

For more detailed information about Å Energi as a company and group, and about our organisational structure, please see our 2022 annual report.

Å Energi's approach to due diligence

We follow the OECD's principles for responsible business conduct, including the OECD Due Diligence Guidance for Responsible Business Conduct:



Guiding principles

Work in relation to human rights and decent working conditions is closely tied up with a number of the existing processes and values at Å Energi's various business areas, so it forms an integral part of our corporate governance.

At Å Energi we want to make a difference to society. That includes exerting

a positive influence where we have the ability to do so. Having good processes to ensure respect for human rights and decent working conditions, and performing thorough due diligence checks on business partners and suppliers, helps us to achieve that.

Å Energi's Board of Directors and CEO have overall responsibility for ensuring

that our organisation respects human rights and labour rights. The Board of Directors and CEO have given a number of managers at the various business areas delegated responsibility for, and authority over, the day-to-day activities and operational management of the Group, including day-to-day and operational activities relating to human rights.

Support for established principles

As a major player in the electric power industry, we believe it is important for the Å Energi Group to respect and safeguard the rights of the people, groups, environment and surroundings in general that may be affected by our

business. Å Energi therefore adheres to the UN Global Compact's Ten Principles for responsible business practice, the United Nations Guiding Principles on Business and Human Rights, the OECD Guidelines for Multinational

Enterprises, and the International Bill of Human Rights, as well as the core conventions of the International Labor Organization (ILO).

Policy and strategy for human rights and decent working conditions

The world is currently experiencing turbulent times, due to a variety of factors including the ongoing war in Ukraine, supply chain issues, an economic downturn and climate change. The environment for addressing and ensuring respect for human rights and decent working conditions is dynamic and has become more complex.

In order to ensure a continuous and holistic focus on responsible business conduct, Å Energi has therefore established a policy and strategy designed to protect human rights and ensure decent working conditions both in our own organisation and in our supply chains. In the course of this work, the Board of Directors and executive

management have set frameworks and guiding principles for how to address risks and negative impacts, and how work on due diligence shall be implemented as an integrated and continuous process throughout the Group.

Code of Conduct

The Board adopts a set of core values and a Code of Conduct for Å Energi, which form the basis for the organisational culture at the Group. The Code of Conduct is a statement of Å Energi's expectations for compliance with the Group's values, ethical conduct and adherence to all regulations, including

those relating to human rights and labour rights. The Code of Conduct covers Board members, managers, employees and other people conducting work for Å Energi.

The Code of Conduct is implemented throughout the Group by incorpora-

ting it into strategies, sustainability goals, management requirements and teamwork activities.

Supplier Code of Conduct

Å Energi has drawn up a Supplier Code of Conduct that applies to all of our business partners and suppliers. It establishes the legal and ethical standards that Å Energi expects all of

its business partners and suppliers to adhere to. This includes standards for human rights and labour rights, and it sets out more detailed expectations in relation to some of the key rights,

including child labour, forced labour, discrimination, freedom of association, equal and fair pay and working hours, health and safety and treatment of indigenous people.

Purchasing policy

Our Group purchasing policy establishes frameworks, guidelines and principles to promote responsible purchasing processes. The purchasing policy gives Å Energi's purchasing

department a key role in all of our value creation processes. The policy establishes principles to help ensure that Å Energi continues to make a positive difference to society, including having a

qualification system for all suppliers and subcontractors that places a strong emphasis on matters relating to human rights, working conditions and the environment.

Health and safety

Health and safety is Å Energi's highest priority, and it is always at the top of the agenda at management meetings, including those of the Board of Directors, the Group management team and the various management teams of the companies in the Group. We work systematically on continuous improvement in relation to the health and safety of our own employees, contractors and third parties. There is an emphasis on knowledge-sharing and learning across industries, root cause analysis

is performed after incidents with a high risk of injury and work is being done to improve learning processes and our knowledge-sharing culture. The aim is to learn even more from incidents that could have led to injuries, and to share knowledge across the Group and throughout the energy industry.

Å Energi has systems for reporting unwanted incidents and suggested improvements both for its own employees and for subcontractors. The

system is available through several platforms, including a smartphone app and an online reporting tool, where people can report and record nonconformities, observations, suggested improvements, accidents and near misses. The reports are analysed, and all high-risk incidents are investigated, with a view to limiting potential consequences, ensuring that the causes are uncovered, sharing learning points and implementing measures for continuous improvement.

Equality at work

Å Energi works systematically on equality and diversity, and it is proud to be certified under the "Equality at Work" (Norw.: *Likestilling arbeidsliv*) scheme until 2024. "Equality at Work" is a certification scheme that encompasses gender equality, inclusiveness and diversity in the broadest sense, and it

is about providing equal opportunities to everyone regardless of their gender, religion, ethnicity, any disability or sexual orientation.

Our stated goals include increasing the proportion of female managers and achieving a more diverse age structure

at the Group. It is therefore gratifying to see that at management levels 1-3, the proportion of women has risen to 42%. For more detailed information about our work on diversity and inclusion, see our separate report on inclusive working life.

Whistleblowing

The Group has several whistleblowing channels, including one external one so that third parties can whistleblow. Formal procedures are in place for

dealing with whistleblower reports, and all reports are treated in strict confidence. Å Energi has established procedures to safeguard the rights of whistle-

blowers. The Group gives priority to raising awareness within the Group of its Code of Conduct, standards and whistleblowing systems/procedures.

System for risk management and internal controls

For a number of years, Å Energi's risk management processes have been an integral part of corporate governance, both at the strategic and operational levels. The Å Energi Group is currently in the midst of a wide-ranging integration process after the merger of Agder Energi and Glitre Energi, which will affect several of the areas covered by risk management. Processes have been started to ensure that enterprise risk management continues to be integrated in all of our business areas,

strategies and goals.

Å Energi has also implemented a comprehensive internal control system, which forms part of its enterprise risk management system and aims to provide reasonable assurance of goals being achieved, appropriate reporting and compliance. Internal controls at the Group are implemented through clear guidelines and established processes. This is documented by making governance documents

available to all employees through a quality management system. The quality management system ensures complete and systematic availability of information, by providing access to the full range of the Group's guiding documents, from governance documents through manuals to descriptions of work processes. For further information about risk management and internal controls in general, see the 2022 annual report.

Cooperation

Å Energi cooperates with other companies in the industry, the authorities and stakeholders in the course of its operations, both at project start-up and on an

ongoing basis. This is important both in order to ensure knowledge sharing and learning across different organisations, and to allow any challenges relating to

human rights and working conditions to be taken into account.

Identifying impacts

Human rights and working conditions at Å Energi

All of the Group's business plans incorporate risk assessments, which assess operational risk with respect to important and relevant human rights and labour rights.

The biggest risks in terms of negative impacts on human rights and labour rights are the ones related to health and safety and negative impacts on the environment.

means that Å Energi must adhere to high standards for health, safety and the environment. The risks identified are particularly applicable at Å Energi's infrastructure and power stations:

Å Energi is inevitably exposed to risks in a variety of areas throughout its value

Building and operating infrastructure and power stations can be risky, which

Health and safety: key risks identified:

- Physical injury to employees and contractors at Å Energi's workplaces.
- Employees and contractors being exposed to harmful noise, heat, radiation or pollution at Å Energi's workplaces.
- Mental loads on employees and contractors at Å Energi due to high-pressure work and stress.
- Physical injury to third parties at Å Energi's workplaces.

In the energy industry, employees are exposed to underlying safety risks when they perform their work. The industry focuses hard on health and safety, and thanks to extensive regulation and the measures we have taken those risks have now been minimised. An enterprise risk management system for managing health and safety risks affecting both employees and third parties has also been implemented. It includes policies and procedures, internal and external systems for reporting incidents, regular training and communication, physical measures to secure our infrastructure and access controls.

In 2022, 3 (3) occupational accidents were recorded involving our own employees, and 9 (4) involving contractors. The injuries were mainly related to people falling while walking. The accident figures are equivalent to a total injury frequency (number of injuries, whether or not they resulted in lost time, per million work hours) of 3.2 (2.2). In 2021, 3 (3) occupational accidents were recorded involving our own employees, and 7 (7) involving contractors.

Å Energi is one of Norway's biggest producers of electricity, and we aim to run our business in a way that is

sustainable and ethical. Although the fundamental goal of our business is to help bring about a sustainable future based on renewable energy, the nature of our operations also means that we perform activities and build infrastructure that may have serious impacts on nature, the environment and people. Climate change and extreme weather events are also making it increasingly challenging to ensure reliability of supply, as well as safeguard the safety of our employees, our contractors, and the general public.

Environment: key risks identified:

- Interference with private property rights from our projects, operations and activities.
- Interference with, and impacts on, the natural surroundings from our projects, operations and activities.
- Emissions from our projects, operations and activities.

Our most import social mission is to develop and deliver better and more sustainable energy systems, and to make a difference to our society. Our relationship with other stakeholders is therefore a key element of our business conduct.

In light of the wind farm at Fosen, there has been a particular focus on the rights of indigenous people, impacts

on nature, jobs and the need for green energy. Although Å Energi withdrew from Fosen in 2016, we continuously strive to fulfil our responsibilities by seeking to engage in dialogue with all stakeholders and affected parties in conjunction with our projects, so that all relevant input is received and where necessary mitigating measures are implemented to safeguard people's rights. In this work, there is a special

focus on the rights of indigenous people, and we continuously assess what impact our activities may have on various population groups and our surroundings. Å Energi generally aims to address any negative impacts on the rights of indigenous people at an early stage of projects, and it strives to engage in dialogue with affected parties based on mutual trust.

Human rights and working conditions at our suppliers

Å Energi purchases goods and services of significant value from over 3,000 suppliers. Those suppliers are based locally in Agder, in Norway and in other countries. Å Energi has a large, complex and heterogeneous supplier base, which constitutes a risk of Å Energi contributing to or being associ-

ated with negative impacts on human rights and working conditions through its business partners and suppliers.

With a supplier base of this kind, it is all the more important for Å Energi to have systems in place for supplier qualification and risk assessment. It is

important for Å Energi to be sure that its suppliers of products, services and raw materials conduct their business in a way that is not contrary to fundamental human rights and decent working conditions.

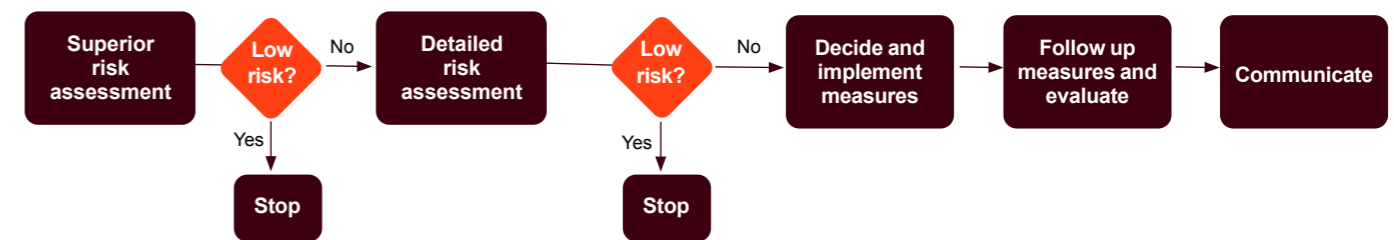
Qualification and risk assessment process for suppliers

Å Energi has carried out a review of the Group's suppliers. All suppliers whose sales to the Group exceed NOK 100,000 shall be pre-qualified and assessed through the quality management system Achilles UNCE. The Achilles UNCE qualification scheme is a joint pre-qualification scheme for energy utilities in the Nordic region. Achilles identifies, qualifies, evaluates and monitors suppliers so that purchasers can develop long-lasting and mutually beneficial relationships with reliable suppliers.

Through Achilles UNCE, there is a

qualification and risk assessment process for suppliers based on a number of criteria and pieces of information, including some relating to human rights and working conditions. Factors assessed include geographic locations and product areas, quality management system, certifications, environmental management system, health and safety system, working hours, health and safety risks and control measures, Corporate Social Responsibility (CSR) and chains of sub-suppliers. The information collected is used to produce an initial general risk assessment for the individual business partner or supplier.

If the initial risk assessment suggests that there is an elevated risk of negative impacts on human rights and working conditions, a detailed risk assessment is carried out, which involves reviewing the findings of the initial assessment against documentation and our knowledge of the supplier. If the risk is still deemed to be elevated after a detailed assessment of this kind, measures to address the risk shall be drawn up and planned.



Suppliers whose sales to the Group are lower than NOK 100,000 are pre-qualified using a simpler process based on internal procedures. The Group's purchasing procedures also require factors relating to human rights and working conditions to be taken into account for these suppliers.

However, we have identified a need to clarify the procedures for suppliers who are not qualified through Achilles UNCE, in order to ensure that human rights and decent working conditions

are given sufficient weight. We have also identified cases where suppliers whose sales exceed NOK 100,000 have not been qualified through Achilles. This is due to older procedures and processes from a time when the requirements for the qualification process were different.

In 2023, Å Energi has embarked on an improvement project to enhance its understanding of the risks associated with all existing suppliers and business partners, as well as to ensure

good procedures and processes for qualifying suppliers. The aim of the improvement project is to ensure that Å Energi has a good overview of the risks in all of its supply chains and that there is a satisfactory process for pre-qualifying all future suppliers and business partners. In conjunction with this, Å Energi has consulted with both the industry and Achilles with the goal of being a driving force for improving existing systems.

Findings from risk assessments

Å Energi has a complete overview of all of its suppliers and business partners. On account its very large number of suppliers, Å Energi has set itself several subsidiary goals for implementing risk assessments of our suppliers and business partners, as is reflected by this report. In accordance with the Transparency Act's basic principle that there should be a risk-based approach, it is essential for work on risk management and control measures to be divided up and prioritised.

The priority for detailed due diligence checks and control measures will always be suppliers and business partners who in the review process described above have been identified as high risk.

This prioritisation is done on the basis of proportionality and a risk-based approach, which places emphasis on Å Energi's influence and ability to effect change through any measures it takes. Our ability to exert an influence

over suppliers and business partners is greatest for those with whom we do a lot of business. In addition, our prioritisation takes into account known drivers of risks relating to human rights and labour rights, including: where in the world the supplier is based and where it manufactures and delivers its products; risks surrounding the supplier's industry, products and raw materials; and criticality.

Overview of risk in our supply chains:

All suppliers and business partners	3,536
Suppliers whose sales to us exceed NOK 200,000	1,071
Suppliers* who operate in high-risk countries**	2
High-risk industries and/or high-risk products***	268

* Suppliers whose sales to us exceed NOK 200,000.

** Suppliers who operate in countries that constitute a higher inherent risk with respect to breaches of human rights and decent working conditions. These two countries are Croatia and Romania.

*** Suppliers who operate in industries, or supply/produce raw materials in locations, where experience tells us there is a risk of breaches of human rights and decent working conditions.

As stated, in view of the complexity of Å Energi's supply chains, a risk-based approach based on the prioritisation of detailed risk assessments and control measures is vital to ensuring effective work on human rights and working conditions. Of our 3,536 business partners and suppliers, 400 of our biggest and/or most critical ones have been through a thorough qualification process and risk assessment in Achilles UNCE, of which 92 have undergone a further audit.

Through its supply chains, Å Energi can have varying degrees of negative impacts on the whole spectrum of human rights and labour rights. Therefore, all human rights and labour rights are included in our due diligence checks when assessing the risks associated with suppliers and sub-suppliers. The most prominent risks in Å Energi's supply chains mainly relate to the use of

contractors at our energy infrastructure. Å Energi is less able to protect the labour rights of individuals, including their rights with respect to equal pay, working hours and breaks, discrimination, etc. when it makes use of contractors.

The other big area of risk in our supply chain relates to products, and particularly to supply chains that involve the production, processing, assembly and delivery of various metals. Extracting and processing metals involves a high risk of breaches of human rights, including in relation to dangerous working conditions, child labour, forced labour, pay and working conditions in general, impacts on the rights of indigenous people and environmental impacts.

Solar energy will play an important role in the transition to a society based on renewable energy, and developing solar

power is one of the key ways we can meet society's need for more electricity. Å Energi is therefore planning a major push into this area. The raw materials and components in solar cells, in particular, may potentially constitute a high risk in relation to human rights and working conditions. China is currently the dominant supplier of these components, and both the media and various human rights organisations have uncovered very high risks of abuses such as forced labour and breaches of the rights of indigenous people. These are well-known and challenging issues, and Å Energi will in so far as possible aim to avoid these areas of risk in our future investments in solar power.

So-called conflict minerals are another major source of risk. The most common conflict minerals are cobalt, gold, tantalum, tin and wolfram, which are often

used in e.g. IT equipment such as PCs, screens, tablets and mobile phones. These minerals are extracted in countries where there is a high risk of human rights abuses, and the supply chains that deliver these products will be subject to detailed risk assessments and control measures on the part of Å Energi.

Through its investment company, Å Energi has a 33% ownership interest in Morrow Batteries, which is located in Arendal. The company aims to produce car batteries for electric vehicles. The production of the components and raw materials used in batteries is thought to involve a high risk of human rights abuses, because of a lack of traceability

through the value chain of various existing suppliers. The manufacture of batteries requires elements including lithium and cobalt, which are in short supply globally. Lithium mining has major environmental impacts, and the extraction of cobalt is associated with artisanal mining under unacceptable conditions. It is important to enter into industrial relationships with companies that have policies and systems designed to protect human rights and the environment, in order to avoid issues like serious environmental impacts and child labour. Although our low ownership interest in Morrow Batteries means that it does not form part of the Å Energi Group, as a stakeholder we have been

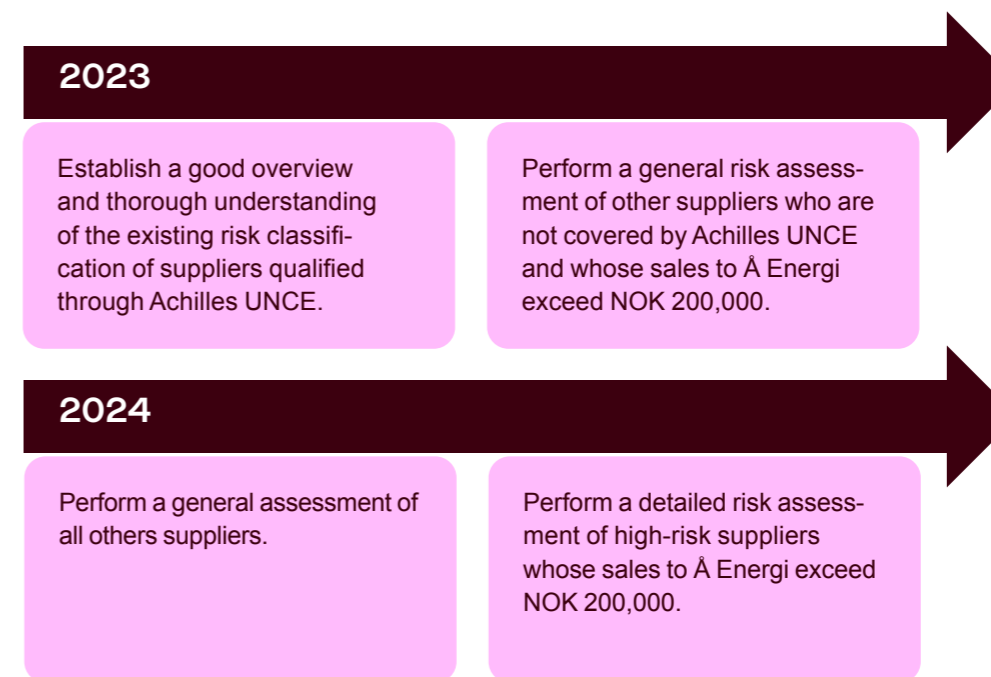
in consultation with, and made suggestions to, the company regarding their materiality assessments. We will continue to engage in constructive dialogue with Morrow Batteries regarding risk management and control measures as it moves forward with manufacturing batteries.

Å Energi has not recorded any incidents or other circumstances causing negative impacts at the Group or at our suppliers. However, bearing in mind the industry we operate in, and the complexity of our supply chains and our number of suppliers, we are exposed to the risk of having those impacts. The risk is particularly present in our supply chains.

Priorities and goals

Å Energi will continue to give high priority to its work on human rights and working conditions, and in conjunction

with its ongoing improvement project it has set itself the following goals for its risk assessments:



Addressing negative impacts

An important part of the process of carrying out due diligence checks is introducing and implementing necessary

control measures where risks of negative impacts on human rights and labour rights have been identified.

Preventive measures

A key aspect of Å Energi's work on addressing risks with respect to human rights and decent working conditions is implementing preventive measures. Preventive measures, which are carried out for all employees and suppliers regardless of risk, aim to prevent negative impacts in relation to human rights and working conditions.

In 2022 and 2023, Å Energi has strengthened its focus on human rights, for example by establishing a dedicated framework consisting of a policy and strategy for protecting human rights and ensuring decent working conditions in its own organisation, at suppliers and its business partners.

An improvement project has also been initiated, with the assistance of external

experts on human rights, which is working on areas such as appropriate prioritisation, governance documents and processes, and thorough risk assessments of our suppliers and business partners.

Å Energi has also entered into a dialogue with Achilles UNCE on compliance with the Transparency Act in practice, focusing on how to further protect human rights and ensure decent working conditions in conjunction with pre-qualifying and monitoring suppliers. Achilles UNCE has itself introduced improvements to its qualification processes after the adoption of the Transparency Act.

Å Energi has also established the following additional preventive measures:

- Procedures and guidelines for the onboarding, qualification and monitoring of suppliers.
- Carefully implemented guidelines, processes and systems for protecting health, safety and the environment, including a whistleblowing system for both our own workers and third parties.
- Code of Conduct for employees
- Code of Conduct for suppliers that establishes clear demands and expectations with respect to human rights and decent working conditions.
- Internal training.
- Establishing an external channel with associated procedures for freedom of information requests from the general public.
- Internal and external whistleblowing channels.

Control measures to address risks

Where a risk of negative impacts in relation to human rights and decent working conditions is identified in our own operations or in our value chains, Å Energi will implement specific measures to address the risk.

Health and safety risks are one of the most significant risks facing our employees and contractors, so they are given very high priority through both regular risk assessments and control measures. Within health and safety, personal safety is always the highest priority. The safety of our contractors and third parties is just as important to us as the safety of our own employees, and the aim is to prevent all personal injuries. We strive for continuous improvement in relation to health and safety, with an emphasis on knowledge sharing and learning across industries.

Root cause analysis is performed after incidents with a high risk of injury, and we are working to improve learning processes and our knowledge-sharing culture.

Å Energi requires all employees and contractors to receive health and safety training, with special training requirements for employees and contractors working on our energy infrastructure. Our infrastructure is physically secured to prevent outsiders from gaining access and hence risking injury, and strict access control systems have been implemented. We have also introduced a whistleblowing system which allows both our own employees and third parties to report incidents and accidents, and suggest improvements.

In recent years, Å Energi has stepped up its preventive measures for extreme

weather events by carrying out extra line clearing on its electric power grid. Å Energi has also established contingency plans, drills and preventive measures for the whole Group.

In the case of major strategic business partners and suppliers, both digital and on-site audits are carried out in cases where the risks are considered elevated. In 2021 and 2022, 34 such audits were performed. Additional measures when an elevated risk has been identified include using external experts to help assess and implement measures, dialogue with suppliers in order to exert a positive influence on them, cross-industry cooperation and dialogue, and consultation with affected stakeholders and the authorities.

Restorative measures

Where it is uncovered that Å Energi, through its own operations or supply chains, has actually caused or contributed to negative impacts on human

rights and working conditions, an effort shall be made to stop the controversial activities, and any harm done shall be repaired. If the activities cannot be

halted immediately, measures shall be introduced to reduce the harm and a plan shall be drawn up for how to stop the activities.

Priorities and goals

In the same way as when performing risk assessments of suppliers, a risk-based approach shall be taken towards implementing control measures. Priority will

always be given to control measures where actual negative impacts have been identified or where there is a high risk of them occurring. Furthermore, the imple-

mentation of measures will largely align with the established priorities and goals for implementing risk assessments set out above (see Section Priorities and goals).

2023

Improve current purchasing procedures in order to ensure that human rights and working conditions are taken into account in all supplier relationships.

2024

Draw up a plan of action for high-risk suppliers as and when the detailed risk assessments are carried out and completed.

Implement internal training focusing on human rights and decent working conditions.

Monitoring

Risks change quickly, particularly in the current complex environment. The risk assessments and due diligence performed for our own operations and our suppliers and business partners shall therefore be continuously monitored and reviewed. The same applies to governance documents and processes.

In 2023 and 2024, the focus will be on completing risk assessments of suppliers and business partners as set out in our planned priorities and goals.

The improvement project which has been introduced to improve Å Energi's work on human rights and working conditions will help to define the priorities and goals. Progress towards the goals set will be regularly reviewed, and in 2023 a system will be introduced for reporting on ongoing activities to the executive management and Board.

All measures implemented to address actual or potential risks of negative impacts with respect to human rights

and decent working conditions shall be followed up until they have been completed. When a measure is considered completed will depend on the type of risk in question, the type of measure implemented, the extent to which Å Energi can exert an influence through the measure, and the final impact of the measure. Regular progress reports on all measures implemented shall be made to the senior management team.

Communication

Å Energi considers transparency about our work on human rights and decent working conditions to be a key element of our due diligence checks – and vital to ensuring that we perform good work and make the necessary improvements.

This report constitutes Å Energi's public statement on what we are doing with respect to human rights and decent working conditions pursuant to the Transparency Act. Our website also provides information about the

Transparency Act and what we expect of our suppliers, as well as a channel for freedom of information requests.



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