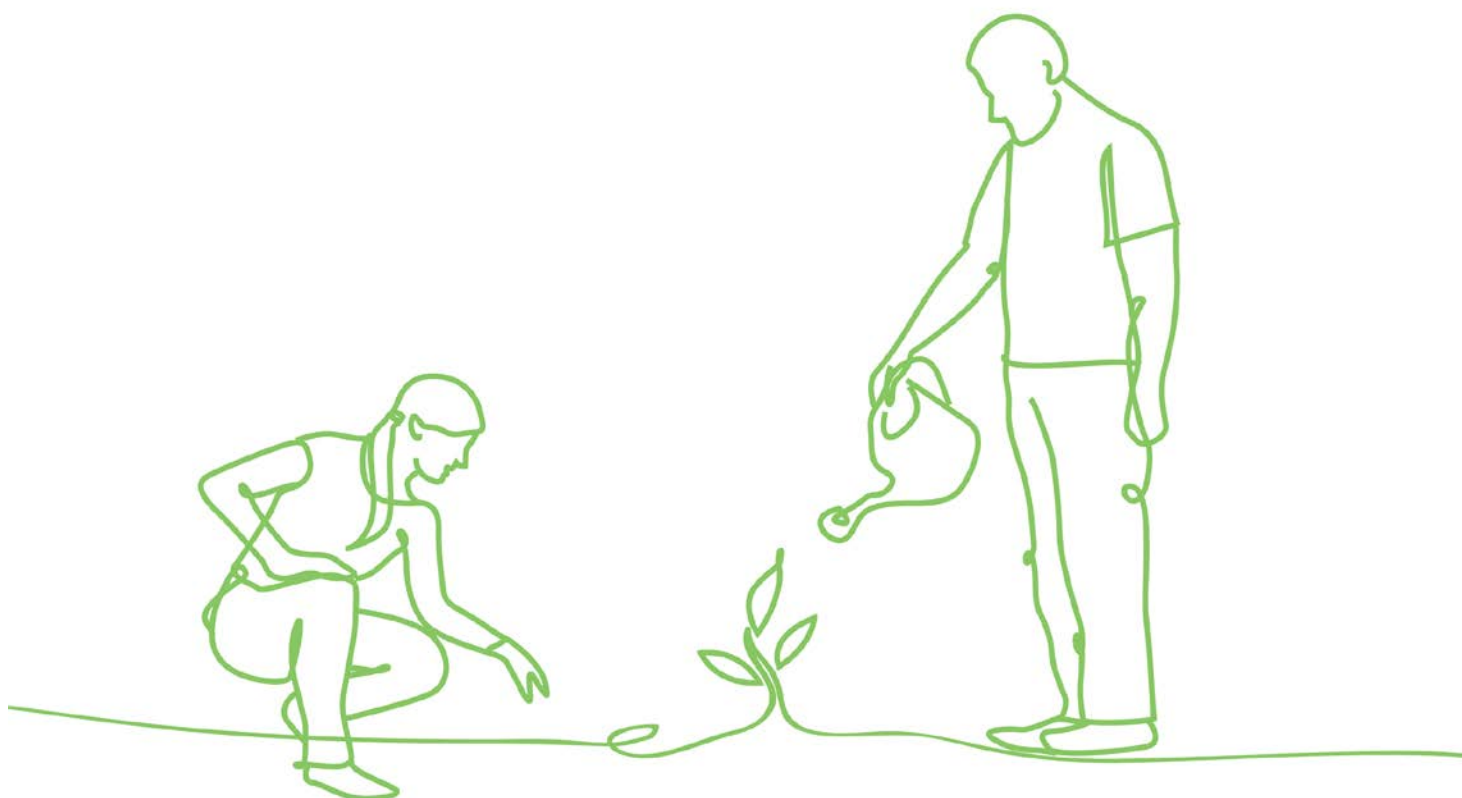


Policy

Our partners of the value chain



Approved by the Board of Directors of Vår Energi AS on June 25th, 2020



vår energi

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1 ENHANCING LONG-TERM RELATIONSHIPS

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LONG-TERM RELATIONSHIPS WITH STRATEGIC PARTNERS ARE BASED ON CREATING VALUE AND PURSUING COMMON GOALS.

Vår Energi invests in strategic long-term collaborations geared towards maximizing value for stakeholders.

Vår Energi pursues common goals with its strategic partners and encourages the fair distribution of risks and opportunities, also through the appropriate contractual terms.

Vår Energi promotes sharing of know-how, technology and processes with its strategic partners in order to generate synergies and value for both parties.

Vår Energi contributes, within the scope of strategic partnerships, to sustainable development through tangible projects in the territories in which it operates.



2 CUSTOMER SATISFACTION

CUSTOMER SATISFACTION IS OF FUNDAMENTAL AND INDISPENSABLE VALUE FOR VÅR ENERGI.

Vår Energi commits to providing high-quality products and services to its customers at competitive conditions.

Vår Energi invests in listening to its customers in order to understand and meet their needs.

Vår Energi guarantees clarity and simplicity in communicating with its customers.

Vår Energi acknowledges and rewards customer loyalty.



3 SELECTION

THE SELECTION OF PARTNERS IS ESSENTIAL IN THE CREATION OF VALUE FOR SHAREHOLDERS, IN ENSURING INNOVATION AND CONSTANT IMPROVEMENT, AND IN SAFEGUARDING VÅR ENERGI'S INTEGRITY AND REPUTATION ON THE MARKET.

Vår Energi considers as its partners of the value chain suppliers, commercial partners and industrial partners.

Vår Energi operates within a framework of transparency and fairness by adopting measures aimed at encouraging these behaviours and requesting that potential partners declare their identity.

Vår Energi implements stringent qualification and selection processes aimed at verifying the technical expertise and ethical, economical and financial reliability of its partners, while minimizing the risks involved in operating with third parties.

Vår Energi indeed collaborates with those third parties that satisfy the necessary requirements of professionalism, ethics, honourability, and transparency.

Vår Energi selects partners that share its same values and ensures that they are actively involved in the risk prevention process.

Vår Energi selects its partners also with a view to the potential long term benefits for Vår Energi and all its stakeholders.



4 COMPETITION

COMPETITION IS AN ESSENTIAL LEVER FOR ACHIEVING OPTIMAL ECONOMIC RESULTS AND QUALITY, WITHIN THE REQUIREMENTS OF VÅR ENERGI'S SELECTION PROCESS.

Vår Energi favours free competition by adopting appropriate selection procedures.

Vår Energi safeguards quality, costs, and the necessary supply of products and services, preferring competitive selection processes and favouring the rotation of partners.

Vår Energi adopts antitrust rules to ensure that all of its business and activities comply with the rules that safeguard competition.



5 MANAGING PARTNER RELATIONSHIPS

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MANAGING PARTNER RELATIONSHIPS IS VITAL TO GUARANTEE AN INTEGRATED, COORDINATED AND TRANSPARENT APPROACH, IN ORDER TO TAKE ADVANTAGE OF THE BEST OPPORTUNITIES AND MINIMIZE RISKS.

Vår Energi pursues a coordinated approach across all its entities in managing partner relationships.

Vår Energi adopts processes and systems aimed at facilitating and increasing transparency in the communication and transactions with its partners.

Vår Energi monitors the performance of its partners through appropriate feedback and reporting tools, also with the aim of constantly improving the relationship with partners.

