



Communication Policy

Our communication is open and credible

- The basic principle is to communicate in a way that is open, credible and ethical.
- We communicate in a way that helps the Group to achieve its objectives and that reinforces our stakeholders' confidence in the Group.

Our internal communication

- Whenever possible, our employees shall be the first to be informed about any news – good or bad – that relates to NIBE.
- The purpose of internal information is to motivate employees and create an understanding for the Group's objectives and actions.
- Information is to be clear and direct, as part of a process that aims to give each individual a better understanding of their role in the process as a whole.

Our external communication

- The purpose of external information is to reinforce the image of NIBE as a dynamic, credible partner and an employer that takes its social responsibilities seriously.
- We want the outside world to have a good understanding of the Group's values and the activities it carries out. Pro-active external communication gives us the opportunity to set the agenda in areas that are important to us.
- All employees must observe the relevant rules relating to confidential information. This applies equally both to information that concerns NIBE and to information that concerns our partners.