

# GUIDELINES FOR THE WORK ENVIRONMENT

established by the Chief Executive Officer on 5 May 2026

*Info class: Open*

Responsible owner: Handelsbanken HR (HR)

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*The guidelines are to be applied throughout the Handelsbanken Group; where applicable, they are also valid for subsidiaries, unless binding regulations outside Sweden, or relating to subsidiaries, give rise to deviations. Acceptance and backing for such deviations must be gained from the unit responsible at Group level.*

## 1. Purpose

These guidelines describe the overall goal, responsibilities and process of Handelsbanken's work environment activities.

## 2. Goal of work environment activities

The overall goal of work environment activities is for employees to feel good, to develop, and to function optimally. A good, inclusive work environment contributes to employees' health and well-being, which is essential to a sustainable working life and to the Bank's long-term profitability. All staff must feel respected and secure at their workplace. Therefore, no form of victimisation, discrimination or harassment, including sexual harassment, is acceptable.

## 3. Responsibility

By order of the Central Board, the Chief Executive Officer has the overall responsibility for the Bank's work environment and delegates work environment tasks to the managers responsible, who ensure that work environment activities are carried out in day-to-day work. The Head of Handelsbanken HR (HR) is responsible for issuing the instructions that are to be followed by the managers who have been given work environment responsibilities.

All employees have a responsibility for participating in work environment activities, and are responsible for their own health. It is also important that there is an ongoing dialogue between managers and their employees, to make it possible to detect early signs of ill health and to ensure that the employees' work situation is sustainable in the long run.

## 4. Systematic working environment activities

Work environment activities are to be carried out systematically, based on a number of health factors inherent in Handelsbanken's culture and values. These health factors are respect, security, pride, competency, balance, communication, safety and the physical work environment. They are to be ensured through regular surveys, risk assessments, actions, follow-up and reporting.

Ahead of the annual business planning, the manager responsible must carry out a work environment survey based on these health factors, and the categories of commitment and

inclusion. The survey includes topics relating to the physical, organisational and social work environment, security, gender equality, diversity and inclusion.

Identified measures for maintaining and developing a good, inclusive work environment and counteracting risks of illness must be regularly followed up in the work environment plan, which is a part of the business plan.

The Bank also contributes to initiatives that promote the health and well-being of our employees through health promotion subsidies and activities.

## 5. Limits

In order to govern and control identified operational risks in relation to the risk tolerance decided by the Board, limits must be established for staff turnover (external, excluding retirements) and the sickness absence rate. The limits must be revised when necessary and at least once a year, to ensure they are relevant and fit for purpose.

The limits are to be followed up by the Head of HR, and reported quarterly in accordance with instructions from the Head of Handelsbanken Risk Control (ORK). If a limit is exceeded, a risk assessment must be carried out in accordance with the OPRA Risk Analysis procedure.

## 6. Follow-up and reporting

Work environment activities must be followed up by analysing and reporting sickness figures, occupational injuries and work environment incidents, as well as annually following up the aggregated results of the work environment survey. The results of the above to the must be reported to the Chief Executive Officer and, to the requisite extent, the Chief Executive Officer must be informed of work environment-related matters.