Adams Express AS – Mission Statement and Core Values

Our Mission:

To support individuals, corporations, and government institutions by providing international moving, storage and logistics services at the highest level of quality.

Our Goals:

The company’s goal is to promote a wide range of international moving, storage and logistics services to private customers, companies and organizations moving their employees in and out of Norway, or between other countries.

It is our goal that the quality of all services offered will be kept at the highest possible level.

Furthermore, it is our basic philosophy that profit, effectiveness and job satisfaction are conditions for growth and not a result of growth.

To achieve the goals the management of the company will work to keep and develop the employees’ skills. In recognition that the employees are the most important assets of the company, we will strive to further develop every employee’s knowledge by internal and external training. We will also create the best possible conditions for teamwork and exchange of information and experience.

It is of great importance for our ability to achieve our goals that the total capital investments are administered in the most efficient and secure way. The company has to be capable of maintaining and yielding a good profit on the total invested capital.

It is the responsibility of the management to create the best possible conditions for a safe and secure place of work for all employees. Prevention of damages to the environment and to properties will be a priority. It is the company’s understanding that the business side of the goal is best taken care of by keeping a safe and secure operation.

To secure that the company’s goals are achieved, Adams Express has implemented an Integrated Quality Management System called FIDI-FAIM (www.fidi.org). The purpose of the system is to secure that the services provided by Adams Express are in accordance with international recognizable standards, and follow both national and international laws. The legal demands from “Internal Control Regulations in Norway for Systematic Health, Environmental and Safety Activities in companies” are an important part of our integrated quality management system.
All our employees are responsible for the quality of the work they do for the company, and they have to learn the current work procedures, specifications and regulations.

The person responsible for the integrated quality management system at Adams Express has the authority to audit all internal and external activities in the company.

Quality assurance as a tool for leadership has the full support of the company's top management.

Our Values:

Being responsible and delivering excellence is our foundation.

Thinking ahead makes it possible.

Integrity and a supportive work environment in which all individuals are respected is the essence.

In sum:

We hope to be viewed by our employees and customers as the leading edge Norwegian moving, storage and logistics service provider.

Hans Christian Strand
Managing Director

Adams Express AS – Code of Business Ethics and Conduct

Our informal company motto is “Trusted since 1898”. We the employees of Adams Express generally relate those words to the way we serve our customers – as well we should. But being a “an old company” encompasses more than the services we deliver and the business we’re building; it means making sure that our core values inform our conduct in all aspects of our lives as an employee of Adams Express.
The Adams Express AS – Code of Business Ethics and Conduct is the code by which we put those values into practice. This document is meant for public consumption, but its most important audience is within our own walls. This code isn’t merely a set of rules for specific circumstances but an intentionally expansive statement of principles meant to inform all our actions; we expect all our employees, temporary workers, consultants, contractors, officers, and directors to study these principles and apply them to any and all circumstances which may arise.

The core message is simple: Being an employee of Adams Express means holding yourself to the highest possible standard of ethical business conduct and within legal compliance. This is a matter as much practical as ethical; we hire great people who work hard to deliver great service, but our most important asset by far is our reputation as a company that warrants our customers’ faith and trust. That trust is the foundation upon which our success and prosperity rests, and it must be re-earned every day, in every way, by every one of us.

**Serving our customers is the main objective:**

- We should always try to find new ways to stay useful to them.
- Always be honest the customer.
- Always show responsiveness.
- Always take action when needed.

**Respecting each other is another important objective:**

- Adams Express is an equal opportunity employer.
- Adams Express is committed to maintaining a workplace environment free from discrimination or harassment based on race, religion, creed, national origin, gender, disability, or age.
- Adams Express do not accept drug and alcohol use, and we enforce this policy on a zero-tolerance basis.
- Adams Express is committed to providing all our employees with a completely safe work environment free from any kind of workplace violence or mobbing.
Avoiding Conflicts of Interest:

- Always be open about possible conflicts of interest.
- Do not make personal investments that compromise the fulfilment of your responsibilities as an employee of Adams Express.
- Do not accept gifts or entertainment creating an actual or apparent conflict of interest.
- Use common sense when developing business relationships outside your work at Adams Express.
- Do not develop business relationships with friends or relatives whose interest may conflict with those of Adams Express.

Preserving Confidentiality:

- It is your responsibility to exercise all due care to ensure that confidential company material stays that way.
- Trademarks, Logos and Copyrights are the company’s intellectual property, and should not be used without permission.
- Do not distribute company confidential material to trading partners or agents.
- Do not use competitor confidential information in your work at Adams Express.
- Be careful with all outside communications.

Maintaining Books and Records:

- Make sure that all assets, business transactions and information are properly documented, fully accounted for and promptly recorded in the appropriate books and records in conformity with applicable accounting principles.
- Make sure that all reporting procedures are followed.
- If you suspect reporting irregularities, report them to management immediately.
Protecting Company Assets:

- Always take care to conserve company assets and equipment.
- Always take care to protect company computers and other communications resources.
- Always take care to protect company facilities and premises.
- Always follow data (privacy) protection guidelines and laws.
- Always make sure to select suppliers of goods or services based on the best price possible.
- Never enter into any contracts on behalf of the company unless you are authorized to do so.

Health & Safety and Welfare Matters:

- As the employees are our main asset and guarantee for further success, all activities deployed will follow to the Norwegian regulations relating to Systematic Health, Environmental and Safety Activities in companies (Internal Control Regulations – HES routines).

Obeying the Law:

- Always make sure to comply with applicable laws and regulations at home, and abroad.

Gifts, Meals and Entertainment:

- Adams Express, its directors, employees, agents, and independent contractors may never solicit, accept, offer or give gifts, favors or entertainment, in the performance of our business, if it will appear to obligate, or will actually obligate, the person who receives it, or if solicited or offered for the purpose of influencing the business decision of the person who receives it. Receiving or giving gifts of cash or cash equivalents is never allowed.
Antitrust and Competition Laws:

Adams Express is dedicated to compliance with the antitrust, monopoly, competition and cartel laws in all of its business activities. All management and employees at every level of Adams Express, wherever located, must conduct their operations in strict compliance with all antitrust, monopoly, competition and cartel laws that are applicable to such operations.

Anti-Corruption Policy: Anti-Kickbacks and Anti-Inducement, Bribery and Gratuities

Adams Express, its directors, employees, agents, and independent contractors must not:

A) Offer, pay, solicit or receive any money, fee, commission, compensation or thing of value for the purpose of inducing the referral of business, or for the purpose of improperly obtaining or giving favourable treatment, in connection with any government or non-government contract.

B) Corruptly offer or pay, directly or indirectly, to a government employee anything of value with the intent to influence any commercial or government decision or conduct, or to influence a government employee or employee of any other commercial enterprise to aid in the commission or collusion, or to permit the commission of any fraud on a commercial or governmental agency.

C) Offer or pay, directly or indirectly, to a government official anything of value for or because of any government decision or conduct performed or to be performed in connection with any government contract.

Using Our Code:

- We rely on one another’s discretion and sound judgement to uphold this policy, and every employee of Adams Express is responsible for our quality performance.
- Every employee strengthens this performance by demonstrating a positive attitude and by providing a commitment to service.
- The Adams Express management and employees will conduct themselves in an ethical way and in accordance with our core values.
FIDI-FAIM – Our Integrated Quality Management System:

As a FIDI-FAIM certified affiliate, Adams Express, has committed in writing to The FIDI Global Alliance (www.fidi.org) that it will comply fully with FIDI’s Anti-Bribery and Corruption Charter, FIDI’s Anti-Trust Charter, and Data (Privacy) Protection Procedure. These strict standards apply to all of the employees of Adams Express, and to all stakeholders of our supply chain.

FIDI Anti-Bribery and Corruption Charter and FIDI Anti-Trust Charter

We have read and understood the FIDI rules and conditions specified in the FIDI Anti-Bribery and Corruption Charter and FIDI Anti-Trust Charter.

We want to demonstrate our commitment to pledging to take a zero tolerance to bribery, corruption, or cartel activities. At all times, staff of Adams Express will act professionally, fairly and with the utmost integrity in all of our business dealings and relationships.

Adams Express formally accept and agree to abide by the rules and conditions outlined in the FIDI Anti-Bribery and Corruption Charter and FIDI Anti-Trust Charter as these appear in the latest edition of the FAIM Implementation Manual.

The FIDI Anti-Bribery and Corruption Charter and FIDI Anti-Trust Charter is also available online at www.fidi.org.

All office staff at Adams Express in Oslo, Norway, have completed the Mandatory FIDI Compliance Training, and all relevant policies have been shared with our employees.

FIDI Data (Privacy) Protection Policy

Adams Express is committed to respect its customers by handling all the personal information collected in connection with their removal in accordance with applicable local law as well as our own Data (Privacy) Protection Policy.

All Adams Express employees must abide to this Data (Privacy) Protection Policy.
A copy of the Adams Express Data (Privacy) Protection Policy can be requested from our IT- and Logistics Manager, Hans Peter Veiteberg: hpv@adamsexpress.no.

The FAIM requirements regarding this topic has been implemented at Adams Express through our general IT-Policies and –Guidelines, and Data (Privacy) Protection Policy.

Other Elements of Our Integrated Quality Management System

Adams Express holds many different types of certificates, which also enforce the core values of the company and its employees and to assure continuing quality performance from Adams Express:
- AEO Certificate (Customs Compliance)
- Known Shipper Program – Civil Aviation Authority Norway (Air Transport Compliance)
- Seamless/ISPS (Sea Transport Compliance)
- Kvalitet og Miljø på Vei (Road Transport Compliance)
- Fair Transport (Road Transport Compliance)
- ISPM15 (The International Standard for Phyto sanitary Measures)