

To customers

30 June, 2017

Safety for human beings - standards in relation to drivers' language

Fortum Waste Solutions wants to be a safe and good work place for employees and for cooperation partners.

The statistical data unfortunately shows that we experience an increasing number of near-accidents in relation to deliveries at Fortum involving drivers who are not able to communicate in either the Nordic languages and/or English or German. The risk of causing an accident is high, and we cannot accept that.

Fortum is an industrial establishment involving dangerous substances. We have to be sure that everybody inside Fortum's area in Nyborg, in-house staff as well as external staff, understands the rules concerning unloading of the truck. We want to be completely sure that the driver also understands the necessary precautions and how to react in case of an alarm.

Our safety standards are high, and we have an uncompromising approach to safety. We want to reduce the risk by stipulating a requirement concerning the drivers' understanding of the rules and safety instructions. It appeared that pictographs and signs are not enough.

As per 01.08.2017, the drivers going into Fortum's areas in Denmark should be able to understand either Danish, Swedish, Norwegian, English or German.

We ask you to make sure that the carriers and their drivers are familiar to this letter.

In case of breach of our internal rules, we will contact you. From this point, you have to clarify the individual matter with the carrier. The driver must await further information from you, and Fortum will give access to the trucks **only** after a clarification that will reduce the risk significantly.

Kind regards

Fortum Waste Solutions A/S



Thomas Agergaard

Administrative Managing Director