

Code of Conduct for Swico Members

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Ethical guide for the ICT industry

Swico has adopted the following Code of Conduct based on intensive development work in the committees and the submission of comments by its members. In doing so, the association wants to show ICT suppliers in Switzerland which forms of behaviour are appropriate and acceptable in the ICT industry – and those that are not.

By publishing and discussing this code of conduct and based on its wide-ranging representation in the industry, the association wants to create an effect that will extend beyond the group of its members.

1 Integrity

We will not tolerate employees using unethical or unfair means to achieve their goals, even if such conduct were in the (financial) interest of the company. We configure our compensation models so that, as far as possible, implicit incentives for unethical conduct will not arise. Superiors who “look away” from abusive practices or even encourage such behaviour will be sanctioned or removed as quickly as possible.

2 Customer acquisition

In our customer acquisition, we will avoid anything that could place the potential customer or their decision-makers not directly associated with product procurement under pressure. When making comparisons with competitor’s offers we will communicate honestly, clearly and never unnecessarily disparagingly.

3 Customer events

Inviting potential or existing customers to present the company's offers in a productive setting, jointly discuss specifications or exchange relevant know-how can often be worthwhile. At such occasions, we will take care to limit our expenses and to keep the guest benefits not essential for business at a minimum appropriate for the cause, the group of participants and the other circumstances.

4 Gifts and invitations

Depending on the industry and the precincts, gifts and invitations (sponsoring events etc.) are part of business culture and therefore cannot be avoided at all times. However, gifts are to be restricted to a minimum and where possible chosen so that they will primarily benefit the company and not the recipient as a private individual.

5 Service providers

We only work with suppliers whose business standards equal those cultivated at our own companies. Before entering a business relationship, we make clear that we consider unethical conduct and lacking integrity as reasons to terminate an association without delay. We set clear requirements for suppliers (e.g. in regard to sustainability or fair working conditions) and will review their conduct continuously – also because customers and the general public could render us jointly responsible for any possible misconduct.

6 Fiduciary duty

We acknowledge our common responsibility for our employees' well-being, and therefore structure our processes so that they will honour the employees as personally responsible professionals and individuals. We make sure that neither the company nor individual superiors will set goals in a way that could excessively strain our employees physically or mentally. Our organisational structures shall ensure that employees with job-related problems will get the necessary assistance quickly, easily and without formal requirements.

7 Non-discrimination

Our company organisation assures that all employees will be treated fairly according to the same criteria without regard to age, sex, ethnic origin, religious belief, sexual orientation, marital status or health. This includes, in particular, equal promotion opportunities and equal pay for equal work.

8 Work and working hour models

Our employees shall, within legal regulations and, as far as possible, company requirements and their own position, decide on their own when and how they deliver their job performance. We offer flexible programmes, both in regard to the scope of the position (part-time and job-sharing etc.) and the rendering of services. and we know that not only the employees will

benefit from this, but also the company, thanks to the greater efficiency of highly motivated employees.

9 Job safety and health protection

We are aware of the responsibility for the protection and health of our employees and therefore keep a constant eye on occupational safety, maintaining it at the highest possible level. We offer our employees programmes on accident prevention and health care. Where necessary, we will implement measures to avoid individuals over-exerting themselves (constant accessibility, deadline pressure and stress).

10 Junior employees, on the job training and professional development

We are committed to developing and assisting young talent and junior employees in the professional fields represented at the company. To this end we offer apprenticeships and provide above-average support for our trainees. Where we cannot do this due to business models or organisational structures, we will join in apprentice associations, provide trainee and practical training positions and emphasize on the job and off the job training.

11 Public Conduct

Whether as a local SME or a multinational company, we shall always behave as fair and responsible “corporate citizens” of Switzerland, not only fulfilling our legal obligations, but also our commitments to social development, and provide appropriate information about the company’s evolution.

12 Social responsibility

We take account of the fact that honorary commitments in community and political activities play an important part in Swiss society; thus, we are willing, within our capabilities, to grant our employees the flexibility necessary to that end. As a company we are members of the relevant associations of the industry and contribute content and personnel.

13 Sustainability

At our companies, we strive to protect the environment and natural resources. By intelligent process design and training our awareness, we will optimise the sparing use of energy and materials, creating material cycles wherever possible. Furthermore, we take care that all waste is disposed of responsibly and professionally, particularly if we are a signatory to the Swico Recycling Convention,

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