

Consulteer

# Code of Conduct



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# Preface

In this Code, the Board of Directors sets out the principles for our ethics and business conduct. Defining our standards is easy; the real challenge is living up to them, especially in tough times.

We adhere to this Code to cultivate a culture in which responsibility, ethics, integrity, accountability and trust safeguard our people, our reputation, our customers and our shareholder value.



**"Business is a creative process: it's about building, changing and adapting continuously. Instead of focusing on the outcome, we are focusing on how we play."**

DOMINIC SCHINDLER  
Founder & Chairman

Handwritten signature of Dominic Schindler in black ink.

**"At Consulter, our Code of Conduct is the compass that guides us in building a future where ethics and innovation walk hand in hand."**

MAURUS RIEDWEG  
Founder & CEO

Handwritten signature of Maurus Riedweg in black ink.



# Application of the Code of Conduct



At Consulteer we are one family. We are a group of people which truly cares. Our main goal is to bring meaningful inspiration & innovation to every organization and become their most beloved partner.

## **This code applies to everybody & everything.**

Each Consulteer employee follows the principles and standards we have defined for ourselves. It describes our relationship with our stakeholders, our competitors as well as how we treat one another. This code is the foundation of our policies, guidelines and procedures. We also select our co-workers, clients & suppliers using these same principles.

## **Ignorance is not an excuse.**

All employees complete our onboarding and training programs, where we communicate our standards and values for daily application. We expect honorable behavior, courtesy, and respect from each employee, site, and partner, with no excuses for violating this code.

## **Our Leadership & our code.**

Supported by the Board of Directors, the Executive Committee, and all Consulteer locations, our Code is a compass for business conduct. With the interests of our company, customers and shareholders at the forefront, an annual review ensures alignment with key developments affecting customers, employees and stakeholders.

**Excellent.**  
**Together.**



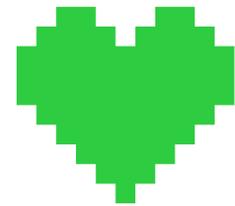
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# How we Act

## Core Values



We will become a strong and more successful enterprise when we conduct business in an honourable and responsible fashion. One enterprise that represents our three core values ALL FOR ONE, WE CARE and ACCOUNTABILITY & COMMITMENT in every fiber.

These three core values are the base of our code. They are the foundation we stand on and help us to put our values into action.

### **We Care.**

We foster a culture which enables and encourages us to speak up when problems, risks and misconducts occur. We care, excite and always strive to challenge the status-quo. We care for what is right and not who is right. We know progress is more important than perfection. We are aware that business is change and therefore we are on the offense. All the time.

### **All for One.**

All members of our organization support each other and pledge to support our enterprise. An ecosystem where transparency, fairness and consistency are crucial to our success. Our rule is simple. We believe in the culture of us.

### **Accountability & Commitment.**

We are an organization where every single one of us is taking responsibility for the things we do. We know that committing to our customers, co-workers and shareholders will result in meaningful solutions. We believe that "doing it" is similar to "wanting it", but "doing it" is just way more efficient...

# Conduct Framework

Our code includes three dimensions on how we interact with one another:

## Inside View



Our responsibility towards one another.

## Outside View



Our responsibility towards our business partners and society.

## Environment



Our responsibility towards the planet.



# Inside View

# Business Information & Technology

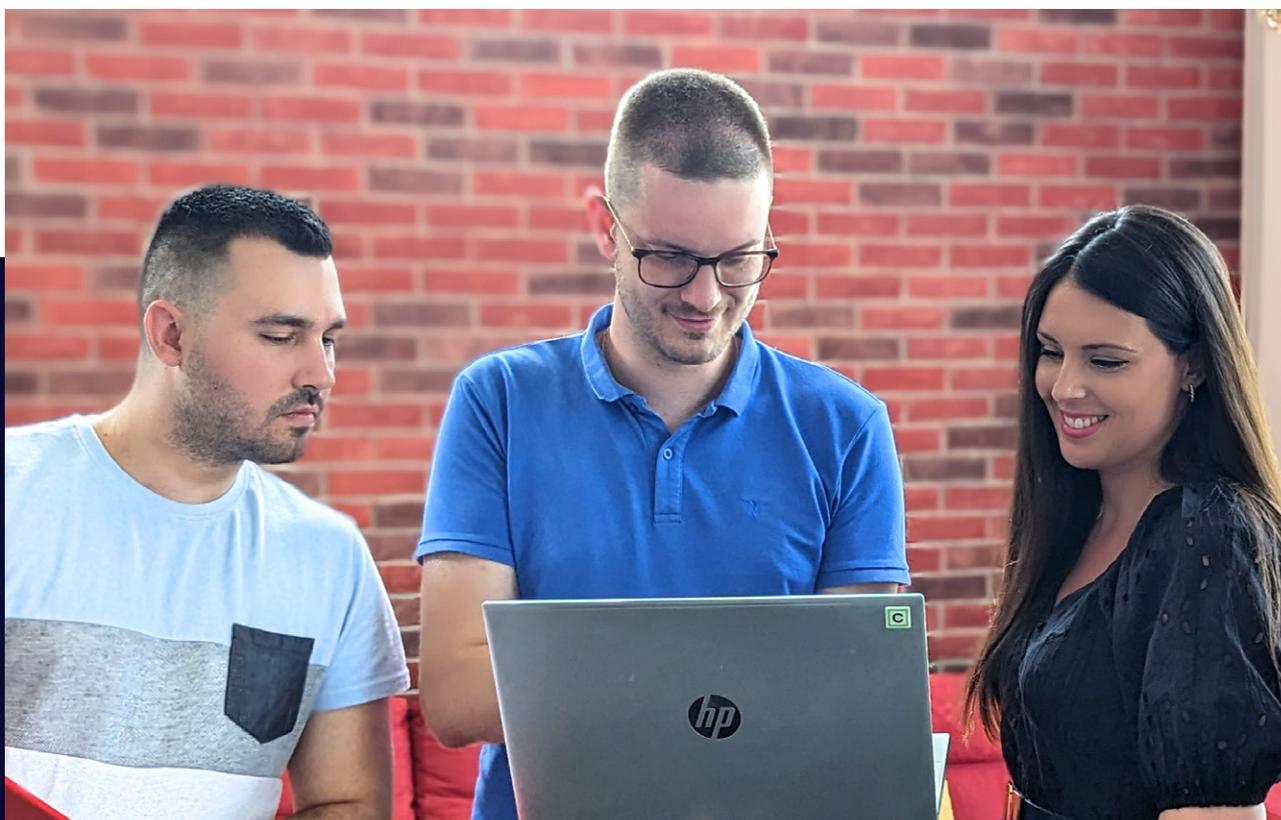
## Our Commitment

We use our information technology securely and cautiously to maintain the highest confidence our clients award us with. Information security threats are evolving rapidly and becoming more sophisticated. We carefully store, treat and retain business information and handle it with the utmost care.

Business information may include requirements, specifications, transactional data, contracts, strategies, communication or any other information we receive from our business partners as well as co-workers. Information technology is any software or equipment used to send, store or transform images such as text, images, video, audio, data or general information.

## How we act

We safeguard our innovations, sharing only after legal protection or official release. When sharing confidential information, we consult with Business Area Leads and Account Managers for protection. Handling assets carefully, we prevent damage or misuse. Company resources and data are exclusively for internal use, ensuring purposeful and responsible utilization.



# Conflict of Interests



## Our Commitment

All decisions we make at Consulteer are made in the best interests of our company and our employees. We are aware that conflicts of interest may affect judgement, objectivity or loyalty and are committed to resolving such situations promptly.

## How we act

Conflicts of interest can arise from personal relationships, financial interests, or external positions, potentially impacting individual and organizational well-being. In such cases, we maintain transparency by openly disclosing personal interests and removing ourselves from the decision-making process. For instance, in the hiring process, if a personal connection is involved, we disclose this information and step back to ensure fair practices.

# Communication Excellence at Consulteer

## Our Commitment

We prioritize respectful, open, and inclusive communication. We actively listen, encouraging diverse perspectives. Timely, clear, and accurate information exchange fosters a positive working environment. This approach extends to all forms of communication, whether in-person, through email, or using digital tools like social media. Our commitment to effective communication enhances Consulteer's reputation and reinforces our values.

## How we act

Our communication strategy emphasizes clarity and transparency. We prioritize open dialogue, value diverse perspectives, and provide regular training to enhance communication skills. Protocols for handling sensitive information ensure confidentiality. In practice, we consult with stakeholders before communicating in potentially sensitive situations. This proactive approach maintains the integrity of our communication, fostering transparency and reliability.



# Fostering Diversity & Inclusion

## Our Commitment

A diverse and inclusive environment where everyone is treated with respect and without discrimination or harassment is our standard - nothing less. Different talents, perspectives and backgrounds allow us to better understand our clients and to create richer and more meaningful solutions.

Working together in a diverse and inclusive environment enriches the team spirit and increases productivity. We are committed to a supportive work environment, where employees have the opportunity to reach their fullest potential.



## How we act

At Consulteer we are all expected to do our utmost to create a workplace culture that is free from harassment, intimidation, bias and unlawful discrimination.

We are fully committed to fair and equal treatment. We provide equal opportunities for all employees to develop their professional skills regardless of their age, race, ethnicity, nationality, gender, religion, sexual orientation, disability, medical status or any other class protected by law.



# Health, Safety, & Security

## Our Commitment

Consulteer works tirelessly to create a workplace that is free from threats to health, safety and security. The foundation of our well-being and innovative spirit rests on creating an environment that is healthy, secure, and safe. Aligned with our core value "all for one," we prioritize the health and safety of every individual within our community. Acts that jeopardize our community will not be tolerated.

## How we act

At Consulteer, security is non-negotiable. We take care of security issues in our offices immediately and our commitment goes beyond mere access control. Ensuring security at workplaces and client sites is an integral part of what we do. This includes strict adherence to safety protocols, proper use of equipment during field studies, site visits and presentations.

# Dresscode & Dog-Friendly Workspaces

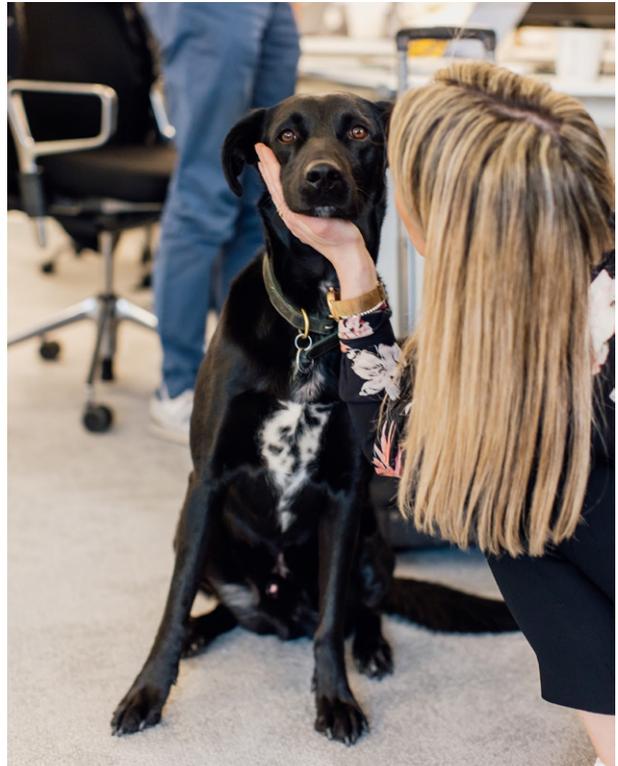


## Dresscode

Dress well and come to work in what makes you feel comfortable. If wearing a tie makes you happy - go for it! If you like it more casual - go for it!

## We are a dog organization

We like any form of beings. Dogs especially. They are welcome in our offices. However, before bringing your canine companion to the office, please make sure to speak with your manager upfront about the guidelines.





# Fraud & Whistleblowing

## Fraud

We conduct our business in a legitimate manner. We are honest and transparent. Engaging in intentionally misleading or deceitful activities constitutes as fraud. We are committed to ensure the highest standards of integrity and do not tolerate any form of fraud. Acting with the highest integrity fosters trust and builds a solid brand and reputation while increasing customer loyalty and mutual respect.

Examples of fraud include theft of property, falsification of information, submitting dishonest timesheets and/or claims.

## Whistleblowing

We actively speak up if actions we observe are against our code of conduct and may harm the organization's future. We immediately report any potential violations of laws, rules, regulations, policies, professional standards and the principles laid out in this code to our manager or HR department.

Any form of retaliation against whistleblowers is unacceptable. We expect our managers to act and report any violations of laws, rules, regulations, policies, professional standards and the code of conduct.

# Outside View



# Data Privacy

## Our Commitment

We handle personal data with the utmost confidentiality, collecting, storing, and using it only for legitimate business purposes or as legally required. Our commitment extends to implementing high standards of information security in all our products and services.

## How we act

Our collaborations with banks, public institutions, and medical tech firms, bound by strict regulations, sharpen our focus on data protection. We rigorously collect, store, process, and use personal data for lawful business purposes, following laws and gaining consent. High information security standards span our services, securing assets and third-party data. In service development, our data protection experts ensure privacy by design.

# Anti-Corruption

## Our Commitment

We conduct business in a fair manner without accepting or offering benefits intended to improperly influence the decision-making process. We do not engage in bribery or corruption in any way. It is not only illegal but also compromises our integrity and reputation and undermines fair market opportunities. A long-lasting relationship with business partners is based on a truthful and ethical exchange. Trust is the most powerful quality indicator for our organization.



## How we act

Giving and receiving of gifts, hospitality, charity or sponsorships will never influence our decision-making process or those of our business partners. This commitment aligns with our transparency values and mitigates the risk of third-party involvement in indirect bribery. For instance, if we witness any suspicious incidents, we promptly report them, showcasing our dedication to maintaining the highest ethical standards.

# Environment

# Sustainability & Human Rights

**WE SUPPORT**



## Our Commitment

At Consulteer, we prioritize sustainability and human rights in all our endeavors. We deliver products and services that do not compromise our future. As proud members of the UN Global Compact initiative, we adhere to its principles, ensuring human rights, fair labor practices, environmental responsibility, and anti-corruption principles.

This dedication guides our decisions and influences our choice of business partners who share our values.

## How we act

The ten principles of UN Global Compact initiative include:

### Human Rights

**Principle 1:** Business should support and respect the protection of internationally proclaimed human rights

**Principle 2:** Make sure that they are not complicit in human rights abuses

Labor

**Principle 3:** Business should uphold the freedom of association and the effective recognition of the right to collective bargaining

**Principle 4:** The elimination of all forms of forced and compulsory labor

**Principle 5:** The effective abolition of child labor

**Principle 6:** The elimination of discrimination in respect of employment

### Environment

**Principle 7:** Business should support a precautionary approach to environmental challenges

**Principle 8:** Undertake initiative to promote greater environmental responsibility

**Principle 9:** Encourage the development and diffusion of environmentally friendly technologies

Anti-Corruption

**Principle 10:** Business should work against corruption in all its forms, including extortion and bribery.

# Our Environment



## Our Commitment

At Consulteer, we're resolute about minimizing our ecological impact. Our commitment extends to resource conservation, waste reduction, and strict environmental compliance in product development. Eco-friendly offices and smart resource management reflect our dedication, showcased through waste separation, recycling practices, and laptop reuse.

## How we act

As an innovation service company, we balance travel necessity with ecological responsibility. We prioritize economical transport and cover public transport costs for frequent travelers. While valuing personal meetings, we've shifted to virtual alternatives, exemplified by quarterly management meetings, demonstrating our commitment to sustainability.

# Conclusion

We will never be able to describe every possible scenario. If you find yourself in an unexpected situation, apply these standards to the best of your judgment, seek guidance or simply ask your manager or HR for help.

We trust you will make the right decisions for our organization and your co-workers. Never forget to put personal resentments or personal enrichment aside and always see our organization at the center of your attention. Treat any human being respectfully. At any time for any reason. We trust you will make the right decision.

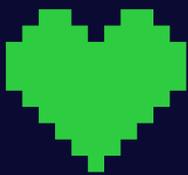


# Imprint



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**Human.**  
**Technology.**  
**Together.**



**Consulteer**