



# ***Code of Conduct***

of Galliker Holding





„We don't think in terms of quarters but in terms of generations“

Peter Galliker Senior



## Code of Conduct of Galliker Holding

### Dear valued employees

As a family enterprise with a long tradition in the transport and logistics industry, at Galliker we care to comply with the applicable law and the current regulations at all times. In addition, we abide by numerous additional codes and recommendations issued by trade associations, the UN, the OECD and other organizations.

The purpose of this Code of Conduct is to ensure that we act together in a legally compliant, ethical and environmentally conscious manner.

The image of our company is the reflection of the behaviour of our employees and managers. The way we treat each other, the values we live by, whether we abide by the law, how we interact with society or respect our environment – all this influences our reputation.

True to our guiding principle "Galliker – Sustainable Logistics", this Code goes beyond the minimum legal obligations. Experience from many years of business activity teaches us that responsible action towards society and the environment is a key factor in the healthy, sustainable development of our company. Equally important is ethical conduct, which includes respect for human rights and an honest, fair and respectful attitude in all interpersonal encounters.

It is of great importance to us that this Code is known to all Galliker employees. We are committed to regularly reviewing the successful and sustained compliance with this Code of Conduct. Should any further questions arise regarding real situations, the employees concerned may at any time turn to the neutral contacts listed at the end of this Code.

We kindly ask all our employees to live by this Code's values and contents with a sense of self-responsibility, thereby making a significant contribution to the good image and successful continued existence of our family enterprise. Many thanks!

Galliker Holding

Peter Galliker

Rolf Galliker

Esther Galliker-Studer



# The values of the Galliker family enterprise

Numerous prominent basic values inherited from the long tradition of our family business have had a lasting influence on our work and actions. They are still today clearly reflected in our corporate culture.

## Our values and what they mean to us:

### We are and remain down-to-earth, modest and correct

- Flat hierarchical structures and short decision-making paths support fast and simple action
- Sticking to the essential often leads to major advantages
- All solutions, regulations and processes are understandable to everyone and transparent
- We remove rules that make no sense

### We think and act in a straightforward, direct and clear manner

- We pursue a clear, fair and comprehensible policy
- All employees feel treated justly
- We do not tolerate behaviours based on blaming others and self-justification
- We create clarity by being open and supporting an honest feedback culture

### We aim for an informal, appreciative, respectful and trusting corporate culture

- We treat others just as we would like to be treated ourselves
- Our doors are open at all levels
- As truckers and logistics experts, we are all on a first-name basis
- Having an informal working atmosphere and many loyal, convinced employees is of inestimable value for our company

### A good organisation, tidiness, cleanliness and a neat appearance create trust

- Processes and infrastructures should be carefully considered, well organized and thought through to the end
- We strive for optimal solutions and not simply for the most favourable ones
- Our trademark relies on a consistent brand presence, well-kept vehicles and company premises, and the neat appearance of our employees
- Cleanliness and tidiness are meant to convey trust to employees and visitors

### We are customer-oriented, reliable, punctual, quality-conscious

- We never say "no" to a customer
- We care to provide added value to our customers
- Our services have a convincing cost-benefit ratio
- To us, long-term, sincere business relations are worth striving for

### We treat our surroundings and the environment with care and sustainability in mind

- We plan in terms of generations, long-term and with foresight
- We invest today in an intact world of future generations by relying on ecological technologies, alternative energies, the reduction of greenhouse gas emissions and the use of clean materials

### We go our way, future-oriented and responsible

- We endeavour to anticipate the signs of the times and, as opportunity thinkers, we are determined to grasp opportunities to grow further
- As large employer, we wish to consistently fulfil our responsibility towards our employees, their families, the authorities, our neighbours and any other partners





## Compliance with laws and regulations

Each individual employee is personally responsible for complying with all applicable regulations in his or her daily work. In addition to the applicable regulations and laws, this applies in particular also to internal instructions.

## Free and fair competition

We trust to be able to operate in a free market under fair competitive conditions. Accordingly, all our actions should be in accordance with the efforts to protect competition and to comply with anti-trust laws.

- We do not use any illegal methods to collect information about competitors
- We do not engage in price fixing or agreements with competitors regarding the allocation of specific markets, volumes, geographic areas or customers
- We do not exchange information with competitors about current or future prices, costs, profit margins, market share, offers, distribution practices or terms of sale
- We do not exchange with competitors any sensitive information about our customers or business partners

## Bribery and corruption

Bribery and corruption distort the market, hinder free competition and violate laws, which can result in significant penalties for the companies and individuals involved.

Galliker firmly rejects all activities and endeavours associated with this. This includes giving or receiving donations of any kind if this could lead to the impression of undue influence or even to the assumption of an obligation. The following are considered as donations: invitations to events, meals, travel, work opportunities, favours or illegal gifts that exceed the usual acceptable limits.

If employees become involved in such activities, they should distance themselves in the interest of integrity and report the incidents to the management. The same applies if an employee has doubts as to whether the relevant principles are being violated in individual cases.

Giving and receiving gifts or promotional items of low value is permitted, as is arranging or accepting business meals and invitations to events with a direct connection to the business, to the extent that this is beneficial to our business and appropriate to the position of the parties involved.





## Conflicts of interest

As Galliker employees, we are obliged to act in the best interests of the company at all times and to avoid or disclose situations in which our private, financial or other external interests conflict with our professional responsibilities. In some cases, the very occurrence of a conflict can damage our reputation or integrity.

Possible conflicts that employees should disclose may be

- a close relationship with a person who is subordinate to him/her
- a side job with suppliers, other business partners or competitors
- when a family member takes a job with a current or potential customer, supplier or competitor, especially if the person is in a key position
- if they themselves or a family member make or have made a significant financial investment in an existing or potential customer, supplier or competitor

Employees are not permitted to arrange personal transactions with suppliers or customers on terms that are not available to the public, such as special prices, financing opportunities or discounts.

Any political involvement in executive bodies or in an executive council is only permitted with the express written consent of the management.

## Safe and fair working conditions

At Galliker, we take responsibility for our employees and strive to create and maintain an attractive working environment for them. We ensure that Galliker employees in all national and international subsidiaries receive fair salaries and that appropriate working hours and conditions apply.

We are proud of our integrative working environment, which encourages employees to think along and to take initiative and which supports individual further education and career opportunities. We do not tolerate any undesired behaviour that creates an intimidating, offensive or hostile working environment. Instead, we encourage and expect mutual respect among employees and between our company and our customers and business partners.

We underline our ethical responsibility and fair working conditions with our certifications according to [www.sedexglobal.com](http://www.sedexglobal.com) and [www.ecovadis.com](http://www.ecovadis.com).

## Human Rights

Galliker attaches highest priority to respecting human rights and to having a corporate structure that fully respects the dignity of its employees. Any behaviour that violates these principles, such as intimidation, bullying, coercion or harassment of any kind, is firmly rejected and sanctioned. ([www.humanrights.ch](http://www.humanrights.ch))

## Forced labour, child labour and human trafficking

We condemn all forms of forced, compulsory or child labour and human trafficking. We uncompromisingly comply with the regulations concerning young employees in accordance with current law.



## Discrimination

All Galliker employees are treated equally and fairly regardless of age, gender, origin, confession, sexual orientation, marital status or health impairment. The illegal discrimination or harassment of an employee is not tolerated. Personnel decisions such as hiring, salary, title, promotion, further education, termination or working conditions must be based on the abilities and performance of an individual and not on irrelevant personal factors.

## Health and safety

We are responsible for and do everything we can to ensure the safety of all our employees. By prioritizing compliance with safety requirements in planning and operations, we ensure that our working environment meets the applicable health and safety requirements. We adhere to SUVA guidelines (Swiss Accident Insurance Fund) and to other relevant safety regulations in the countries we operate in, particularly with regard to dangerous goods, food and pharmaceutical products, as well as the relevant national and international laws, norms and standards.

**GoSafe** is the name of the concept we live by which aims at continuously improving our working environment and promoting careful and attentive behaviour at work. In this sense we make sure that our employees are protected against accidents and illnesses in their everyday work with suitable work clothing and adequate protective equipment.

## Protection of information, data and assets

All employees are obliged to protect information that Galliker regards as confidential. Theft, unauthorized use or disclosure of confidential information could significantly affect our business.

This includes trade secrets, employee and customer data, processes, business projects, financial or strategic plans, innovations and other types of information that are only intended for Galliker and are therefore not public. Any disclosure requires the express consent of the management.

Confidential information may neither be published in social media nor discussed in public places. Furthermore, confidential material must not be left unattended, not even in the office. Computer screens must be locked when leaving the workplace to prevent any unauthorised access.

The obligation to protect confidential information remains even after an employee has left our company.

We protect and take appropriate measures to safeguard from misuse any personal information we are entrusted with. We comply with all applicable data protection laws when we collect, use and disclose personal information.

Our employees are also required to protect information shared with us by customers and business partners.

Financial assets and physical property belonging to the company, such as vehicles, equipment, systems and networks, are of vital importance to our continued business success.

We aim at handling all these values with utmost care and at protecting them from theft, damage and waste.

Any theft or misuse of company inventory, cash, equipment, supplies or other assets must be reported. It is not permitted to use company assets such as equipment or funds to personally enrich oneself or anyone else.





## Environment

Our business activities must at all times comply with the applicable environmental protection laws and internal environmental guidelines.

Abiding by the motto "Sustainable Logistics" we feel obliged to act sustainably towards an intact environment. Our aim is to protect the interests of our children and grandchildren, therefore we are already setting the right course for the future. As a long-standing family enterprise, we build trust and create values. Our Green Logistics programme allows us to make an active contribution to a future healthy and functioning living environment.

Our commitment to the environment mainly comprises the following aspects

- Combined road/rail transport / own distribution network
- Use of modern digital technologies for the sustainable use of resources
- Training and development of our employees (Eco-Drive)
- Creation of sustainable infrastructures
- Process-optimised systems for sustainable heat and cold generation
- Promotion of renewable energies (especially photovoltaic systems)
- Respectful use of resources
- Modern, well-kept and well-maintained vehicle fleet
- Use of alternative propulsion technologies for our fleet of vehicles (e. g. electric, hydrogen or gas)

## Reaction to violations

Violations and wrongdoings against this Code of Conduct should be reported to the line manager, who will take appropriate measures. If this is not possible, employees may also address their concerns to their next higher managers as well as to members of the management.

As a neutral body for reporting violations to the Code of Conduct, the Human Resources Manager is also available as the company's Compliance Delegate. He or she ensures that reports are treated confidentially and that no consequences arise for the persons concerned.

### Communication channels

1. Line manager
2. Next higher managers, members of the management
3. Compliance delegate (Human Resources manager) of Galliker Group  
or via e-mail to [whistleblowing@galliker.com](mailto:whistleblowing@galliker.com)

### Control / steering

Compliance with the rules of conduct is monitored as part of the regular internal audits of our management systems. The results and any reported violations are published in the annual Q review report.

## Inkrafttreten / Gültigkeitsbereich

This Code of Conduct is a central feature of Galliker's values and enters into force on 1 May 2020. It is the responsibility of each employee of Galliker Holding to comply with and implement the contents herein.

Altishofen, 1.5.2020





**Together we are strong ...**

**... let's go**



