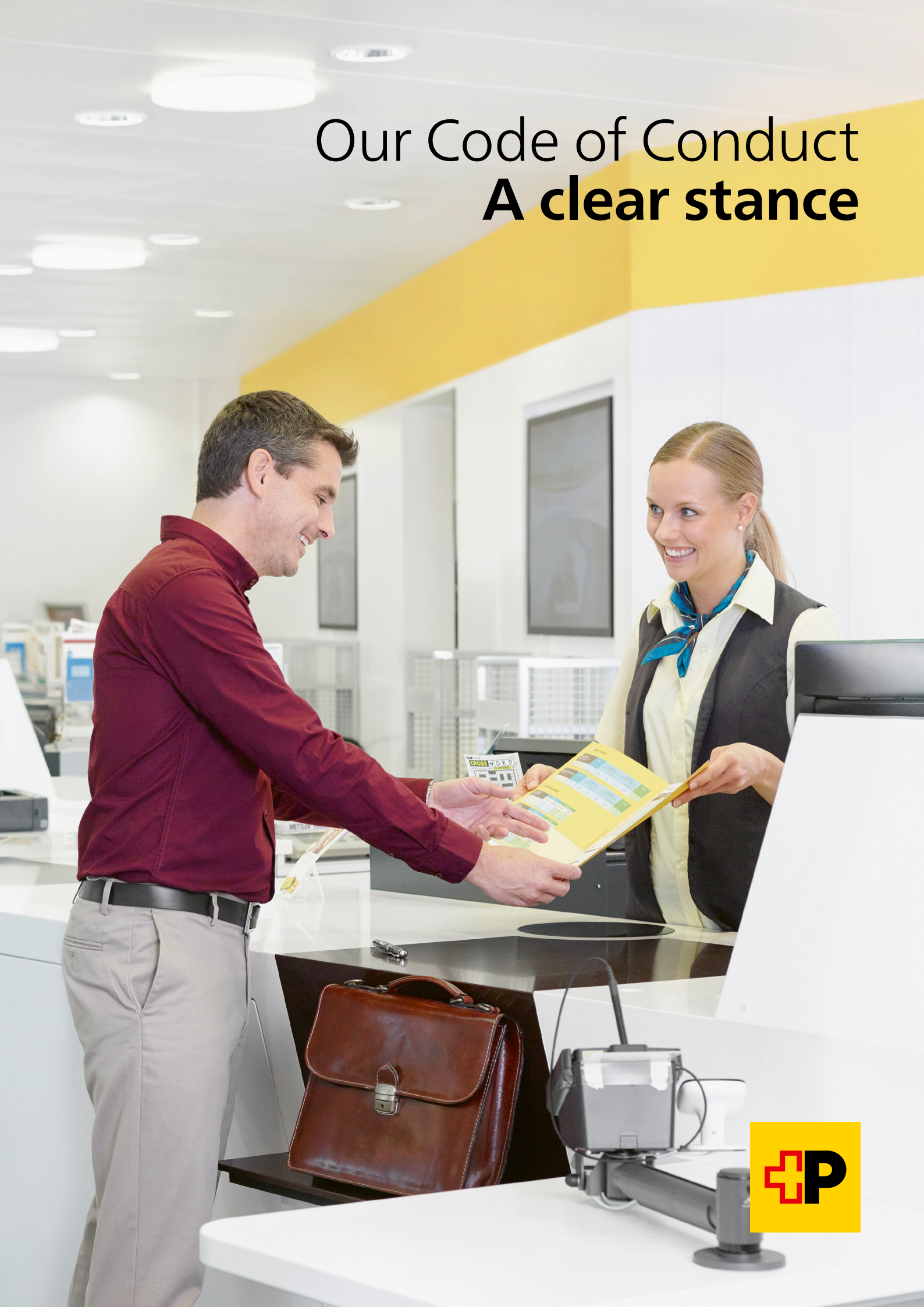
Our Code of Conduct
A clear stance



Code of Conduct
How do we conduct ourselves at work?

The acceptance and reputation of Swiss Post depend to a large extent on how we conduct ourselves as employees in our everyday business life. Each of us has a responsibility to question our own behaviour and, when we see improper practices, to flag them up. In the many decisions we make every day in our work, we want to do the right thing.

However, what is right and what is wrong is not always immediately clear and unambiguous. Whenever we have doubts as to what the right answer, the right step or the right solution must be, we look into the matter and seek dialogue with our managers or colleagues. This applies in every Swiss Post unit, at every level, and in every situation.

The Code of Conduct gives us guidance. For selected issues, it also provides specific guidelines for action. Where we need to find a solution in a difficult situation, it must be possible to answer the following questions with "yes":

1. Would I consider the solution I have chosen to be right if I myself as a customer or partner was affected by that solution?
2. Is the decision or solution fair to both sides?
3. Would I feel good if I were to read about my decision or solution in the media?

In problematic cases, there are two further options: the Swiss Post Compliance department (compliancepost@swisspost.ch) advises, assists and engages actively with questions, concerns or sensitive situations. There is also the option to anonymously use the platform www.swisspost-courage.ch. This platform is independent of Swiss Post operational management and is assigned directly to the Board of Directors. Only by talking about potential problems in good time is it possible to resolve them cleanly in the interests of the company and its staff.

Our rules

In our dealings with people and institutions, such as employees, customers, the public, our owner, authorities, suppliers and competitors, our conduct is respectful, correct and free of discrimination at all times. We respect human rights and do not tolerate workplace bullying, abuse of power, sexual harassment or other improper behaviour. This applies to all forms of interaction with others, whether in direct conversation, in letters or on social media.

1. **We care for our fellow human beings, our environment and objects of value.**
   We treat our fellow human beings as we would like to be treated ourselves. We treat the data and information, expertise and material and intellectual property of Swiss Post, as well as the assets of third parties and natural resources, conscientiously and with care.



"We take responsibility for ensuring that the people who deal with us feel respected. This applies equally to colleagues and to customers and suppliers. As employees, it is important that we protect assets and resources and treat them with care. A defective vehicle gives rise to costs, due to repairs or the need to procure a replacement. The more carefully we treat the vehicle, the longer we can continue to use it. We also cultivate this careful approach towards the assets entrusted to us by third parties, and towards the environment. This applies regardless of what these assets or environmental resources are."



2. We comply with laws and regulations.
As Swiss Post employees, we comply with all legal and regulatory requirements in the tasks we carry out and the markets in which we operate, as well as with our own internal standards. Our conduct is responsible, proper and morally impeccable at all times. This helps us to protect and strengthen our reputation.



"Wherever we work as Swiss Post employees, we respect the country's laws and regulatory requirements, as well as our own internal standards, and adhere to them at all times. Even where there appear to be grey areas, and where regulations may perhaps not be taken particularly seriously by other people or organizations, we ourselves nevertheless adhere to them."

3. We guarantee security.
The security of people, operations and tangible and intangible assets is important for sustainable business development at Swiss Post. The protection of people is always our first priority.



"The diversity of the business areas in which Swiss Post operates at different locations sometimes requires very different and individual security measures. It is the responsibility of each individual to ensure compliance with guidelines and standards at all times in order to avoid damage of any kind to people or to Swiss Post. We want to meet the protection and security requirements of our employees, customers and partners at all times."

4. We always handle business information with the utmost care.
We pass on business information and customer data only to persons who require it for their work or are authorized to receive it. In addition to the protection of Swiss Post's own information, we consistently safeguard the data privacy rights of all people with whom we have dealings. We do not convey information to the media, but instead direct media representatives to our Media Unit.



"When confidential information is made available to us at Swiss Post, there are always rules governing how we must deal with it and with whom we may share it. If sensitive business information or customer data falls into the wrong hands, it can cause damage to Swiss Post or our customers. We therefore handle confidential information with the appropriate care and ensure strict compliance with all data privacy rights."

5. We disclose and resolve conflicts of interest.
Conflicts of interest may arise where we take up secondary employment or have a close relationship with service providers, business partners or competitors. We report potential conflicts of interest immediately and ensure the best possible solution in the interests of Swiss Post.



"There may be situations in which an approved secondary employment suddenly overlaps with an employee's own responsibilities and activities at Swiss Post. Or, for example, in which a close friend working for a supplier currently looking to win a new order is responsible for awarding the contract. As a matter of principle, we address conflicts of interest immediately and resolve them in the interests of Swiss Post."

6. We do not tolerate bribery or corrupt practices.
We do not offer inappropriate benefits in our work, nor do we accept them. This principle also applies before and after any specific transaction. Exceptions relating to modest or small gifts are governed by internal rules. Please refer to the specific internernal anti-corruption guidelines.



"Corruption and bribery have no place in the methods of management and relationship management practised at Swiss Post. Gifts or invitations of an appropriate nature are subject to clear limits and rules. The acceptance of gifts of money, for example, is generally prohibited. However, where it falls within the scope of social customs, such as 'Christmas money given to mail carriers', the internal rules may allow exceptions."

7. We are committed to fair competition.
We act in accordance with the principle of good faith and are committed to the effective functioning of the market. We do not enter into agreements whose purpose is to restrict competition. When awarding contracts, we adhere strictly to the legal requirements and to the relevant Swiss Post rules and regulations.



"As Swiss Post, we support the diversity of the markets in which we operate, which spurs us on to continue delivering products and services of the highest quality. Unfair competition does not reflect our market behaviour."

We take responsibility for our actions.

Each and every one of us bears the full consequences of any violations of our Code of Conduct. Sanctions applied due to violations of the Code depend on the extent of the specific violation. We work to establish a culture that helps individuals to identify and avoid misconduct. To achieve this, it is crucial that questions about what constitutes correct behaviour in a specific situation are asked and discussed immediately. We also take responsibility for ensuring that we ask these questions. If we identify any violations of the Code of Conduct, we are obliged to report them.

Violations of the Code of Conduct or equivalent indications of improper practices must be reported to the following offices:

- The relevant line manager
- The Compliance department (compliancepost@swisspost.ch) or
- Anonymously on the platform www.swisspostcourage.ch

Questions can be addressed confidentially to the Compliance department (compliancepost@swisspost.ch).

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