

Supplier

Code of Conduct

Experiences that make  
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trouble-free IT



# Information Security Management System

Supplier Code of Conduct 2016-2021

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## 1.0 Guideline Statement

The Supplier Code of Conduct (SCOC) outlines CSF's fundamental expectations of its suppliers regarding their activities in the production and delivery of goods and services supplied directly to CSF. The Supplier Code of Conduct supports CSF's values, purpose and strategy, as well as internationally recognised standards and appropriate codes of practice. By accepting and abiding by this SCOC, suppliers affirm that they are committed to working with CSF and are aligned to its values, purpose and strategy. It is the supplier's responsibility to achieve and maintain the minimum standards outlined in this SCOC, and train employees and contracted parties on their consequential rights and responsibilities.

The SCOC covers People, Environment, Community, Corporate Governance and Supply Chain. CSF will continue to evaluate suppliers on capability and commercial acumen, while taking into consideration compliance to the Supplier Code of Conduct where relevant.

## 2.0 Scope

This guideline applies to Significant Suppliers of goods and services to CSF, whether local, national or international.

## 3.0 Definitions

In this Code of Conduct, unless the context otherwise indicates:

"Significant Suppliers" means organisations that are generally under contract and constitute a significant portion of total operating spend, that are difficult to replace without significant effort, as they are relied upon to provide essential goods and/or services to CSF, and organizations that pose the highest level of social, environmental or economic risk.

## 4.0 People

### 4.1 Human Rights

The CSF is committed to creating and supporting a culture and work environment in which people have opportunities to do their best work.

- Suppliers must comply with all relevant local and national laws and regulations with regard to employment practices, benefits, health and safety and anti-discrimination.
- Suppliers will commit to provide a workplace free of any form of harassment.
- Suppliers shall not use any form of forced, bonded and indentured or prison labour. All work must be voluntary and workers shall be free to leave work or terminate their employment with reasonable notice.
- Suppliers must strive to support the principles in the UN Global Compact.

#### 4.2 Diversity

CSF is committed to encouraging diversity in the workplace and the provision of a work environment that is free from discrimination and promotes equal opportunity to all.

- Suppliers are to promote an inclusive workplace where employee differences in areas like gender, age, culture, disability and lifestyle choice are valued.
- Suppliers must strive to provide a workplace that is free of direct or indirect discrimination, harassment or bullying.

#### 4.3 Learning & Development

The CSF is committed to supporting the career development of its employees through continuous learning, by providing opportunities to develop skills and experiences, assisting them to achieve their career goals.

- Suppliers must be committed to the provision of relevant training, learning and development opportunities for all employees.

#### 4.4 Workplace Health and Safety

The CSF is committed to a zero harm approach in terms of the health and safety of our employees, contractors, tenants and visitors to our assets.

Suppliers must support and demonstrate their commitment to:

- prevent worker exposure to potential safety hazards
- comply with all relevant local and national laws and regulations with regard to occupational health and safety and the provision of health related benefits to employees
- have written safety and health policies and standards
- have a documented system to record and reduce work-related injury and illness.

#### 5.0 Protection of Assets and intellectual property

Protection of intellectual property rights is vital for CSF and it depends on intellectual property such as data, information, processes and technology. CSF suppliers must,

- Respect and protect intellectual property rights of all
- Use software, hardware and content only in accordance with their associated licenses or terms of use.
- Protect and responsibly use the physical and intellectual assets of CSF, including intellectual property, tangible property, supplies, consumables and equipment, when authorised by CSF to such assets.
- Use CSF provided technology and systems (including email) only for authorised business related purposes.
- All data stored or transmitted on CSF-owned or -leased equipment is to be considered private and is the property of CSF.
- Comply with all CSF requirements and procedures for maintaining passwords, confidentiality, security standards and privacy as a condition of providing CSF with goods or services or receiving access to the CSF internal network, systems and buildings.

## 6.0 Environment

Suppliers are to manage the minimization of their environmental impact in the course of doing business, and to support and encourage others where it can meaningfully do so.

All required environmental permits and registrations are to be obtained, maintained and kept current.

### 6.1 Climate Change and Energy

The CSF aspires to identify and respond to climate change risks and opportunities in managing our property portfolio and work towards carbon neutrality in our operations, development and business activities.

- Suppliers will commit to reduce their carbon emissions in areas within their control, and to imbued a preference for carbon neutral products and services in their purchasing process.

### 6.2 Waste and Resource Management

The CSF aspires to utilize resources optimally for maximum lifecycle and disposal of waste without environmental harm.

#### Waste

- Suppliers will commit to maximizing the reuse and recycling of materials while minimizing waste volumes with an aim to minimizing waste to landfill.

#### Resource

- Suppliers will commit to utilize resources optimally for maximum lifecycle, and to only use what is needed.

### 6.3 Biodiversity

The CSF aspires to positively contribute to sustainable and resilient communities and ecosystems through the protection of biodiversity.

- Wherever possible, Suppliers will make a positive contribution on biodiversity, in relation to the products and services they provide.

### 6.4 Water

The CSF aspires to employ best practice approaches to sustainable use and management of water resources.

- Suppliers will commit to sustainable use and management of water resources in all areas that it has control over, and to support and encourage others where it can meaningfully do so.

## 7.0 Community

### 7.1 Community Engagement & Development

The CSF aims to make a net positive contribution to our communities, people and environment.

- The supplier will commit to contribute to the local communities which the Supplier impacts, and support their sustainable development.

### 8.0 Corporate Governance, Business Conduct and Ethics

CSF regards good corporate governance as being of critical importance to all of CSF's stakeholders and a fundamental component to CSF's commitment to security holders. CSF's Board strives to ensure that CSF meets high standards of governance across its operations.

- Suppliers must strictly comply with all laws and regulations on bribery, corruption, and prohibited trade and business practices.
- Suppliers must conduct their business in accordance with high ethical standards.
- Suppliers must have effective and transparent allocation of responsibilities between Board and management, where an applicable management structure exists.
- Suppliers must have effective processes in place to prevent or immediately disclose a conflict of interest or the appearance of a conflict of interest related to its relationship with CSF as soon as possible to CSF.

### 9.0 Supply Chain

CSF is committed to working in partnership with our suppliers to realize the full value of our relationships and to positively contribute to our stakeholder communities and the environment.

- Suppliers must adopt similar principles to those outlined in this SCOC in dealing with their own Significant Suppliers.
- Suppliers must adhere to acceptable business practices with their own suppliers, including providing timely payment.

### 10.0 Reporting Concerns

The standards of conduct described in these guidelines are critical to the ongoing success of CSF.

If you have any concerns about compliance or ethics issues while working for or with CSF or want to report illegal or unethical activities:

Email: [compliance@csf.ch](mailto:compliance@csf.ch)

All matters raised in good faith through these reporting lines will be handled in a confidential, no retaliatory basis.

This document is approved by the board (7/2021).