

An abstract graphic composed of several overlapping squares in various shades of teal and dark green, arranged in a stepped, staircase-like pattern on the left side of the page.

Baloise Vendor Code of Conduct

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1. Sustainable management

Baloise Holding Ltd and its affiliated companies (collectively referred to as “Baloise”) operate as an insurance, financial and pension services provider, underpinned by a core commitment to sustainability. In this context, Baloise plays a pivotal role in helping businesses, economies and communities to develop and thrive. Baloise incorporates sustainability criteria into all business activities that have a material impact on sustainable development. These criteria encompass considerations related to environmental stewardship, social well-being and ethical corporate governance.

Baloise regularly reviews the activities that it identifies as material to the achievement of its sustainability goals and makes necessary adjustments when needed. These activities are derived from objectives aimed at supporting the targets outlined in the 2015 Paris Agreement on climate change (referred to as the “Paris Agreement”) and addressing social challenges. Baloise also expects its partners to recognise their key areas of influence in the context of sustainable development and to actively contribute to achieving these ambitious objectives.

2. Scope of application

This Vendor Code of Conduct is applicable to the procurement of goods and services by Baloise. It does not apply to investments in real estate, which are governed by a separate policy. This document sets out the fundamental principles of conduct and the expectations concerning interactions with Baloise’s contractual partners (referred to as “Vendors”). Furthermore, this Vendor Code of Conduct specifies the relevant requirements and provides comprehensive guidance on the procedures to be adhered to whenever Baloise is procuring products and services.

3. General principles

Baloise embraces its role and responsibilities as an employer, a partner to its customers and a contributor to society across all the markets in which it operates. The company adopts a forward-looking perspective, diligently managing and mitigating future risks with a strong emphasis on professionalism. Baloise fosters an open and trust-centred dialogue with its customers, employees, partners, Vendors and shareholders, with the shared objective of creating added value.

Baloise is guided in its actions by the applicable statutory provisions in each country and by the United Nations sustainable development goals (referred to as “SDGs”). Within the context of this Vendor Code of Conduct, the following SDGs hold particular significance:

- SDG 3 (good health and well-being)
- SDG 8 (decent work and economic growth)
- SDG 10 (reduced inequalities)
- SDG 12 (responsible consumption and production)
- SDG 13 (climate action)

Baloise is additionally guided by the OECD Guidelines for Multinational Enterprises concerning responsible business conduct. In all of its operational segments, Baloise’s employees are expected to diligently uphold the principles defined in Baloise’s extensive [Code of Conduct](#). Baloise also expects its Vendors to uphold these principles. Within this framework, Vendors are required to comply with all pertinent laws and regulations and, where applicable, to adhere to widely recognised industry standards.

4. Responsible supply chain

In the context of its operations, Baloise forms collaborative partnerships with Vendors for the procurement of services and products. These partnerships encompass the effective resolution of any sustainability issues that may arise anywhere in the supply chain.

All Vendors are required to comply with the provisions in this Vendor Code of Conduct.

Vendors are also required to impose contractually similar obligations and principles that are substantially equivalent to those detailed in this Vendor Code of Conduct on their subcontractors and partners engaged in providing products and services to Baloise.

Baloise expects all Vendors to implement procedures and utilise tools for the consistent identification, evaluation, management and reporting of risks in their operational supply chain, as specified in this Vendor Code of Conduct. These measures must be fully compliant with applicable laws, regulations and industry standards.

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5. Procurement process

Significant purchases are subject to a competitive tendering process in accordance with Baloise's procurement policy, under which the aim is to secure a minimum of two tenders for comparative evaluation. Baloise's procurement practices are guided by a commitment to commercial, ethical and ecological principles, as well as adherence to the principles of fair competition and equal treatment during contract negotiations. All prospective contracting parties submitting a tender are expected to fully comply with the precise instructions and requirements set out in the tender documents.

Baloise takes into account fair market prices when deciding on the party to which it will award the contract. Parties submitting a tender will only be considered if they comply with all relevant laws and regulations.

Baloise reserves the right to give preference to parties who can demonstrate compliance with pertinent sustainability standards and guidelines and who hold pertinent certification.

The following are examples of such standards and certification (this list is not exhaustive; other standards and certification may also be considered):

- ISO 45001 standard for occupational health and safety
- ISO 50001 standard for energy management
- ISO 14001 standard for environmental management
- ISO 26000 standard for social responsibility
- Carbon offset certificates
- LEED certification
- TCO Certified
- Blue Angel
- ENERGY STAR
- FSC (Forest Stewardship Council)
- EU organic
- Fair Trade
- OEKO-TEX
- BCI (Better Cotton Initiative)
- amfori

6. Conflicts of interest

Baloise expects Vendors to identify and proactively mitigate conflicts of interest that may arise in their interactions with or on behalf of Baloise. Vendors are required to disclose any existing or potential conflicts of interest promptly and proactively to Baloise.

7. Bribery and corruption

Baloise firmly opposes any form of bribery, corruption or unfair business practices on the part of its employees, Vendors, service providers and other business partners, as specified in the [Bribery and Corruption Policy](#). The acceptance of gifts or non-cash benefits is subject to strict rules defined in detail in the Baloise [Code of Conduct](#) and other internal policies. Baloise employees are required to promptly report any such incidences to their line manager or the Compliance Department. Vendors are required to always comply with all relevant legal provisions aimed at preventing bribery, corruption and other unethical business practices.

8. Anti-money laundering

Vendors who are subject to anti-money laundering regulations, financing of terrorism regulations or similar regulations, such as embargoes and sanctions, must always comply with the relevant laws and regulations. Baloise reserves the right to request information from Vendors regarding their compliance with these laws and regulations if this is deemed necessary.

9. Confidentiality and data protection

All information and documents exchanged with the Vendor must be treated in strict confidence. Furthermore, all relevant legal and contractual data privacy requirements must be complied with in full.

10. Environmental aspects

10.1 General principles for all purchasing categories

In its procurement process, Baloise places a strong emphasis on the core ecological principle of "avoid, reuse, recycle". Goods that are particularly environmentally friendly or come from environmentally certified manufacturers are generally preferred.

Baloise strongly encourages its Vendors to take the following action:

- reduce emissions
- offset any remaining emissions through certified programmes and projects
- establish emission reduction targets that outline a path towards achieving the 1.5°C target set forth in the Paris Agreement

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- strategically plan and execute the transition to using 100 per cent renewable electricity
- transition to electric and/or hybrid vehicles for their own operations

All Vendors must comply with statutory regulations and relevant industry standards related to environmental compatibility and resource conservation. Furthermore, Baloise expects its Vendors to proactively implement measures and use suitable governance structures to mitigate the negative environmental impacts of their operations. These impacts encompass various aspects, including energy consumption, travel, water usage, single-use plastics, paper consumption and commercial waste.

Furthermore, depending on the annual purchase volume with the Vendor, the Vendor's company size or the nature of the services and products provided, Baloise expects Vendors to assess the adverse environmental impact of their business model and define goals for mitigating this impact.

10.2 Specific requirements for the purchasing category Information and Communication Technology (referred to as "ICT")

In addition, Baloise expects Vendors in the ICT purchasing category (hardware and software) to implement the following measures:

- make sure that a substantial portion of the electricity used for the manufacturing of hardware or operation of software is obtained from renewable sources; specific details may be defined in the individual contracts
- maintain low levels of hazardous substances and avoid environmentally harmful materials in the manufacturing of hardware
- design hardware with an emphasis on durability and recyclability

10.3 Specific requirements for the purchasing category Facility Management (referred to as "FM")

In addition, Baloise expects Vendors in the FM purchasing category to implement the following measures:

- predominantly use environmentally friendly, energy-efficient materials, products, processes and techniques in their own operations
- use or produce long-lasting, recyclable products

11. Respect for human rights, employee rights and health & safety

Vendors are required to fully comply with all applicable laws and regulations related to human rights, employee rights and health & safety. This includes respecting rights such as the right to collective bargaining, complying with minimum wage standards and regulations on working hours and conditions and ensuring health & safety in the workplace. Vendors must also take measures to prevent all forms of forced labour and the economic and social exploitation of children and young people. In this context, Vendors are specifically required to adhere to the pertinent UN Guiding Principles on Business and Human Rights and to the fundamental conventions set out in the Declaration of the International Labour Organization (ILO) on Fundamental Principles and Rights at Work.

Vendors are responsible for ensuring compliance with legal provisions aimed at preventing workplace discrimination. In doing so, they must consider all forms of discrimination, including those related to gender, ethnicity, religion, sexual orientation and disability.

12. Information

If requested by Baloise, Vendors are required to provide specific information and data regarding the environmental, social and corporate governance matters addressed in this Vendor Code of Conduct. This includes, in particular, measurable, outcome-oriented and time-bound goals, including net-zero targets and transition plans that a Vendor aims to achieve in relation to sustainability-related impacts, risks or opportunities, as well as the associated measures.

13. Procedure for reporting breaches

Vendors are required to promptly report any incidents, behaviour or circumstances that constitute a breach of this Vendor Code of Conduct. They can do so by contacting their designated Baloise point of contact or by using the Baloise integrity platform for the anonymous reporting of such incidents (<https://baloise.integrityplatform.org>).

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Furthermore, Vendors must establish procedures that facilitate the prompt rectification of any non-compliance with this Vendor Code of Conduct.

Baloise reserves the right to review compliance with this Vendor Code of Conduct and the associated contractual agreements. Baloise may also engage third parties to facilitate this review.

Baloise also reserves the right to terminate the business relationship with a non-compliant Vendor if corrective actions are not taken or in cases of systematic or material breaches.

If a Vendor breaches this Vendor Code of Conduct, the Vendor shall indemnify and hold harmless Baloise from any claims that may arise as a result of such breach.

14. Use of the Baloise name and brand

Vendors are forbidden from using the Baloise brand in their public communications or for marketing and from using Baloise as a reference customer without obtaining prior written consent from Baloise. A media kit with the logos in the most common image formats is available upon request, specifying the intended use. Please contact drucksachen@baloise.ch for this.

15. Conflicts or inconsistencies

In the event of any conflict or inconsistency between the terms and conditions of this Vendor Code of Conduct and those set forth in the individual agreement or any other related document, the terms and conditions of the individual agreement or document shall take precedence over those in the Vendor Code of Conduct.

Baloise Group

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