Code of Conduct

cora

For:	cora group of companies
	Headquarters Switzerland: cora technology solutions AG Hochbordstrasse 40 8600 Dübendorf Switzerland
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1. Introduction

This Code of Conduct serves as a guideline for responsible, entrepreneurial behaviour in social, economic and ecological matters. The Code of Conduct is our voluntary initiative to establish and publicise the decency, integrity and credibility of the cora Group, its members and partner companies.

We have formulated our standards for responsible corporate behaviour in seven areas. In our voluntary commitment, we also include the economic operators in our environment and expect the same sense of responsibility and behaviour.

2. Compliance & Integrity

We stand for acting responsibly and with integrity. We comply with all applicable laws and internal guidelines and are committed to transparent, fair and ethical business practices.

2.1. Legal compliance and IT security

We are committed to complying with all legal requirements, particularly in the areas of IT security, data protection and competition law. The protection of sensitive data is a top priority – both for our company and for our customers and partners. Every employee is responsible for complying with the relevant regulations and must inform themselves accordingly.

2.2. Fair competition and anti-corruption

We act transparently and do not tolerate any form of corruption, bribery or unfair business practices. Our market activities are based on fairness and legally compliant methods. We organise business relationships responsibly and only deal with gifts or invitations within the legally permissible framework.

2.3. Avoidance of conflicts of interest

Private or financial interests must not influence business decisions. Existing or potential conflicts of interest must be disclosed in order to ensure independence and transparency. We expect all employees to act responsibly and not to jeopardise the trust of our customers and partners.

3. Responsibility in dealing with technology

As an innovative company, we bear a special responsibility for the ethical development and sustainable use of our technologies. We focus on fair, secure and future-proof IT solutions that serve people and society.

3.1. Ethical development and application of IT automation

Our IT automation solutions should be used efficiently and responsibly. We develop our technologies with transparency, security and social benefits in mind. All employees are required to observe ethical principles when designing, implementing and using our systems and to recognise potential risks at an early stage.

3.2. No discrimination or bias in algorithms

Technology must be fair and inclusive. We ensure that our algorithms do not favour discrimination or unintentional bias. To this end, we continuously review and improve our systems to ensure transparency, objectivity and equal treatment.

3.3. Sustainability and energy efficiency in IT

We are committed to using resources responsibly and making our IT processes as energy-efficient as possible. This includes both the development of our solutions and their operation. We promote sustainable technologies and actively look for ways to reduce the ecological footprint of our IT infrastructure.

4. Fairness & respect in cooperation

We are convinced that an appreciative and respectful corporate culture is the basis for our joint success. We are committed to a working environment characterised by fairness, respect and cooperation

4.1. No discrimination or harassment

We do not tolerate any form of discrimination, bullying or harassment – neither within the company nor in our dealings with customers, partners or suppliers. Regardless of gender, origin, religion, age, sexual orientation, disability or other personal characteristics, we treat all people equally and with respect.

Every employee is responsible for ensuring a safe and inclusive working environment. Anyone who experiences or observes discrimination or harassment is encouraged to report it – without fear of negative consequences.

4.2. Promoting diversity and inclusion

We believe in the strength of diverse teams. Different perspectives, experiences and backgrounds enrich our company and are a source of innovation. Especially in the IT environment, it is particularly important to us to promote diversity and break down barriers for underrepresented groups.

Our managers have a special responsibility to guarantee equal opportunities and ensure that no one is disadvantaged due to personal characteristics. We are also actively committed to inclusion in product development by continuously improving accessibility and the accessibility of our services.

4.3. Professional and respectful communication

Open and respectful communication is essential for our success. We listen actively, treat different opinions with respect and resolve conflicts objectively.

When dealing with customers, partners and suppliers, we always act professionally, proactively and in a solution-orientated manner. We communicate clearly, transparently and proactively to ensure a trusting working relationship.

5. Product quality & safety

We are committed to the highest quality and safety standards. Our products fulfil strict technical and regulatory requirements to ensure maximum reliability, safety and compliance. This applies both to our own development and to our suppliers, who are also bound by these standards.

5.1. Quality management & certifications

Our quality management system is based on recognised standards such as ISO 9001, and we rely on ISO 27001 for information security to ensure the protection of sensitive data. All suppliers must also meet these high requirements to ensure the security and integrity of our entire supply chain.

5.2. Software Security & Development

Our software development follows a structured and secure development process in accordance with the Secure Software Development Lifecycle (SDL) and the principles of BSI IT-Grundschutz. We rely on evidence-guided development, the dual control principle and regular vulnerability scans to identify and minimise risks at an early stage. We also ensure that our applications are protected by state-of-the-art encryption technologies and multi-factor authentication.

5.3. Hardware security & test procedures

Our hardware products are subject to strict external testing and fulfil the highest safety requirements:

- **CE labelling:** All products undergo external CE certification to ensure compliance with legal safety standards.
- **EMC tests:** Our devices are tested externally in accordance with the highest available guidelines to ensure electromagnetic compatibility.
- **International safety standards:** Our hardware fulfils comprehensive safety requirements, including international safety standards (e.g. tilt tests) and mechanical load tests.

With these measures, we guarantee that our products are not only efficient, but also safe, reliable and durable. The continuous improvement of our quality and safety processes is essential for us in order to fulfil the highest requirements.

6. Sustainability in production & supply chain

Sustainability is a central component of our production and procurement processes. We rely on a responsible supply chain that complies with environmental and social standards and makes the origin of all materials fully traceable.

6.1. Sustainable production standards & environmental management

Our production processes are based on the principles of ISO 14001 (environmental management) and ISO 50001 (energy management) in order to optimise energy efficiency and minimise environmental impact. Through continuous improvements, we strive for resource-saving and sustainable production.

6.2. Transparent and traceable supply chain

We attach great importance to the complete traceability of our materials and components. Proof of origin guarantees that raw materials and components originate primarily from the EU. For steel and other critical raw materials in particular, we ensure that the entire value chain can be traced back to production.

6.3. Orientation towards the CSRD Directive

Even though we are not currently obliged to report in accordance with the Corporate Sustainability Reporting Directive (CSRD), we are already orientated towards its requirements. This enables us to pursue a transparent and future-proof sustainability strategy.

6.4. Responsibility across the entire supply chain

We only work with suppliers who share our sustainability standards and comply with comparable environmental and social standards. This includes regular audits and close partnerships in order to develop sustainable solutions together.

These measures enable us to ensure environmentally friendly, transparent and responsible value creation – from material procurement to final production.

You can read more about sustainability in our sustainability pledge.

7. Occupational health & safety

The health and safety of our employees is our top priority. We are committed to safe and healthy working conditions – both in production and in our office environments. This commitment applies not only to our direct employees, but also to our partners in production, who must be equally committed to high safety standards.

7.1.   Safety in the workplace and in production

We take comprehensive health and safety measures to prevent accidents and health risks. Our production facilities have clear safety guidelines that are regularly reviewed and improved. All machines, systems and work equipment comply with the applicable safety standards and are carefully maintained. Employees and external partners receive regular training to ensure safe working practices and minimise risks.

7.2.   Ergonomic and safe working conditions

We also emphasise health-promoting working methods in our office environments. Ergonomic workstations, sufficient breaks and stress prevention measures are essential for long-term well-being and productivity. These standards also apply to partner companies that work with us to ensure safe working conditions along the entire value chain.

7.3.   Responsibility of employees and partners

Safety is a shared responsibility. Every employee and every partner company is responsible for complying with safety regulations and for the well-being of themselves and their colleagues. Sources of danger or unsafe working conditions must be reported immediately. Anyone who disregards safety rules or ignores risks is putting themselves and others at risk – which is why we expect everyone involved to actively contribute to occupational health and safety.

8. Consequences of violations

Compliance with the Code of Conduct is binding for all employees of the cora group of companies. Violations of our corporate values, legal requirements or internal guidelines can damage not only the company, but also our reputation and our business relationships. Misconduct and ethical breaches therefore have corresponding consequences.

8.1. Sanctions for violations

Violations of the Code of Conduct or legal requirements may result in measures under labour law, including disciplinary consequences. In serious cases, this can also have consequences under criminal or civil law. Each individual case is carefully examined in order to take appropriate measures.

8.2. Reporting channels for ethical concerns and misconduct

An open approach to ethical issues is essential for a corporate culture of integrity. We therefore encourage all employees to report concerns or observed misconduct at an early stage. This can be done to line managers, the HR department or via our Integrity Line.

Responsible behaviour begins with a willingness to stand up for our values. Only together can we ensure that integrity and fairness remain the basis of our cooperation.

We take information about incidents in our company seriously and protect our whistleblowers. This applies regardless of whether the information relates to topics covered by the Supply Chain Duty of Care Act or other topics to which the cora Group has a connection.

Please use the following contact options to send us your comments.

https://cora.integrityline.io/