



# Code of business conduct

Committed to a culture of care and responsibility.

**Everything we do reflects our brands,  
and our code shows us the way.**

As a signatory of the United Nations Global Compact, we are committed to acting ethically in all aspects of our business, maintaining the highest standards of honesty and integrity. Our code of business conduct builds upon our group core values and sets the minimum expectations for employee behaviour and actions taken on behalf of the group and its clients.

**mci  
group**

# How we do business

## Respecting people

1. **We support human rights:** we strive to respect and promote human rights in our relationships with our employees, suppliers, and business partners. We aim to prevent, to identify, and to address negative impacts on human rights, including human trafficking and especially children's rights.
2. **We foster a culture of diversity, equity and inclusion:** we are committed to fostering a respectful, equitable and inclusive environment for all. We champion individual uniqueness to create a feeling of belonging.
3. **We show respect and do not tolerate harassment or discrimination:** we treat our colleagues, clients and partners with dignity, respect and courtesy. We speak up if we notice that something is not right.

## Protecting our most important resources

4. **We contribute to a safe and healthy workplace:** we integrate sound safety and health practices into our operations and comply with workplace safety regulations.
5. **We protect our brands and assets:** we protect and respect the business value of our brands, our assets and all the work and ideas we develop for our clients.
6. **We safeguard information:** we are security-conscious and committed to protecting all personal data and confidential information following privacy laws and industry codes.

## Demonstrating accountability

7. **We comply with laws around the world:** following international and national laws, industry regulations and client codes of conduct.
8. **We work ethically: we do not tolerate bribery or corruption.** We promote and support international and local efforts to eliminate corruption and financial crime.
9. **We compete fairly:** in an open and transparent manner with our clients and suppliers. We act in a commercially fair way, with integrity and within legal boundaries.
10. **We avoid conflict of interest:** we make good decisions by always acting in the best interests of the group and avoiding any personal preference or advantage.
11. **We are responsible with gifts and hospitality:** we demonstrate sound judgment and moderation when offering or accepting gifts or hospitality.
12. **We are responsible with our sourcing process:** we choose suppliers and business partners with values and principles consistent with our own.
13. **We take care of the planet:** conducting our business to conserve natural resources, manage waste, protect and restore the natural environment and improve efficiency.

While this code provides a broad range of guidance, it cannot address every situation that we are likely to encounter. As a result, this code is not a substitute for our responsibility and accountability to exercise good judgement and ethical behaviour.

When in doubt about a violation of this policy or the best course of action in a particular situation, reach out to our [Ethics Committee](#).

Anytime you witness or believe that you know of something that is not in line with our values or ethical code, and that may seriously affect our organisation or a person's life or health, we encourage you to contact a manager in our organisation. However, if you feel you cannot be open with your information, we offer the option of using our secure reporting platform [Ethics Channel](#).

This Code of Business Conduct was approved by the CEO and Executive Committee in November 2021.

