

Our values

Henri Harsch HH SA strives to meet high standards of quality, performance and behavior, thereby respecting the company's core values in conducting its business.

Our values are set out in the charter (specifications) and are based on the following key considerations:

- Prioritize CUSTOMER SATISFACTION , in order to build LONG-TERM RELATIONSHIPS .
- ELIMINATE ALL RISKS for our customers, their property and our employees.
- Promote ENTREPRENEURSHIP , both for INNOVATION and CREATIVITY .
- Developing the KNOWLEDGE and SKILLS of our employees.
- Working ethically , HONESTLY and FAIRLY while respecting ENVIRONMENTAL LEGAL REQUIREMENTS .

Our responsibilities

Henri Harsch is committed to building long-term relationships with its clients, partners, and employees. It recognizes that sustainable profitability is essential for continuity.

Our mission is to contribute to ensuring excellent service quality for our customers. To achieve this, we must provide our customers with services that offer real value in terms of price and quality, while respecting safety, quality, and environmental standards.

This means that we recruit and promote employees solely based on their suitability for the job, that we ensure their personal and professional development, and that we provide them with a healthy and reliable working environment.

It is also our responsibility to prohibit all forms of moral harassment and child labor. We manage our activities in a socially responsible manner.

This means that in conducting our business, we respect the laws of the countries in which we operate, we uphold human rights, and we take into account health, safety and environmental concerns, thus reflecting our commitment to contributing to sustainable development.

This "Code of Conduct" aims to give you a clear and concise overview of the obligations that all employees of the company must understand and apply in their daily work.

It not only refers to the company's principles, but also to the significant and important company rules that help us fully accomplish our missions by respecting the standards set out in our "process charts": International and Local Moving, Fine Art, and Archives.

As an employee, you are responsible for understanding and complying with our standards. You should therefore be aware that any failure or willful violation of this Code of Conduct will require the company to consider disciplinary action, which, in cases of serious misconduct, may include dismissal.

This Code of Conduct represents who we are and how we work.

Communication

Although subject to confidentiality clauses in specific cases, Henri Harsch HH SA strives to communicate with all parties in a clear, factual, and appropriate manner.

Environment

Henri Harsch HH SA protects the environment by preventing or minimizing the impact of its activities through the adoption of analytical and preventive measures for its operations.

Harsch management expects its employees to play an active role in protecting the environment. If an employee becomes aware of a case of non-compliance with our environmental policy, he or she must notify his or her superior.

As far as possible, Harsch intends to cultivate concern for hygiene, safety, and environmental protection among employees as well as suppliers, partners, and/or customers.

Respect for the law

Henri Harsch HH SA always complies with the laws and regulations relating to its activities, keeping abreast of laws, directives and regulations through legal advice.

Respect for free enterprise and fair trade rules

Henri Harsch HH SA upholds the principles of free enterprise and freedom of trade. The company strives to meet its customers' demands and expectations more quickly and competently than its competitors, thereby setting itself apart from the competition.

Henri Harsch HH SA will engage in fierce competition to achieve this goal, but also in all fairness and in compliance with applicable competition law.

Henri Harsch HH SA also expects its competitors to play the competition game correctly, in compliance with the law and ethical considerations.

Henri Harsch HH SA applies a strict policy to ensure that its activities worldwide are conducted with the utmost respect for applicable competition.

Corporate Integrity

Henri Harsch HH SA attaches particular importance to honesty and fairness in the conduct of all aspects of our business.

Henri Harsch HH SA expects its employees to avoid situations where their financial and personal interests could conflict with those of the company.

All transactions must be recorded accurately and completely, in accordance with internal accounting rules and local legislation. They may be subject to internal and/or external controls or audits.

Relations with partners and suppliers

Henri Harsch HH SA intends to do business with partners who subscribe to our values and ethical standards, in terms of social and environmental consideration, as set out in our Charter and our Environmental Policy statement.

Compliance with our business principles is of the utmost importance to Henri Harsch HH SA in its decisions to pursue or promote partnerships with suppliers, agents, or third parties.

Corruption

Bribery or any other unethical business practice is prohibited. No exceptional circumstances may justify an employee, manager, agent, or representative of our company promising or approving payments or "gifts" for the purpose of:

- Achieve a clear business advantage
- To influence the policy of a government or group of companies.
- Obtaining any other form of advantage based on misleading information.

In the absence of a clear justification, the provision of a transaction, service or product (e.g. packaging materials) for which there is no payment may constitute a violation of the law and Henri Harsch HH SA policy.

Payment of commissions

Regulations prohibiting all forms of corruption cannot be circumvented by paying commissions. All commission payments must be justified as consideration for specific, traceable services provided by the company.

Honest payments

All payments must be recorded in the appropriate accounting records so that they can be subject to mandatory internal and external audits.

Secret accounts or records kept outside the company's accounting system are strictly prohibited. Cash payments to third parties are not permitted, except for petty cash transactions.

All payments must be made through a bank account designated in writing. All financial transactions must be duly recorded.

All information related to a transaction must be documented. Accounting entries must accurately reflect transactions made in accordance with accounting standards, thus excluding any unrecorded transactions, such as illicit payments.

Company employees are required to comply with legal principles, procedures, and requirements for all accounting entries and financial reports. No employee may make any unrecorded or unrecognized transaction on behalf of the company, for any reason. Under no circumstances may falsified or artificial entries appear in the accounts.

Money laundering

Harsch HH SA will not enter into or tolerate any arrangement or agreement that facilitates (or could facilitate, or could be suspected of being used to facilitate) the acquisition, retention, use or control of property or money for the purpose of concealing ill-gotten gains.

Business gifts

It is prohibited to offer or accept gifts or personal favors of material or commercial value to or from third parties. By gifts or personal favors of material or commercial value, we mean an item of material or commercial value that could influence a purchasing decision and/or that could result in a relationship of dependency.

If in doubt, a superior should be consulted. There must be complete transparency between subordinates and superiors in all departments of the company regarding business gifts.

Fraud, falsification or inappropriate behavior

Any person who observes or suspects a case of fraud, falsification, or inappropriate behavior is required to immediately inform the line manager of the department head.

The superior is therefore obliged to inform the Management of Henri Harsch HH SA, in order to decide on the measures to be taken:

- Fraud: Deliberate suppression, falsification, omission or concealment of information, misappropriation of funds and/or property resulting in the appropriation of resources and assets belonging to, or owed to, the company.
- Falsification or inappropriate conduct: communication of deliberately incorrect and/or incomplete and/or unclear information, or violation of the employment contract, company guidelines or other rules, which, without constituting fraud, leaves an undesirable/negative impression with regard to the company's financial reports and/or decisions.

Child labor

“Child labor” refers to work performed by children of such a nature and intensity that it prevents them from receiving an education, causes them physical and/or psychological injury, affects their personal

development within their families, and prevents them from enjoying their lives as children, or which damages their self-esteem.

Therefore, employees of Harsch HH SA are required to comply with the following rules:

- Henri Harsch HH SA respects the minimum age of employability in Switzerland and worldwide.
- Furthermore, in compliance with ILO (International Labour Organization) Convention No. 138 on the "minimum age of employability", and Convention No. 182 on the "Prohibition of the worst forms of child labour", Harsch does not employ children under the age of 16.
- When children aged 16 to 18 are employed, the company ensures that their work does not affect or limit their education, quite the contrary.
- Management is responsible for informing key suppliers, agents and third parties of Harsch's child labor standards.

Forced labor

Henri Harsch HH SA will never use forced labor.

Henri Harsch HH SA will only hire employees who work of their own free will; this also applies to overtime. No employee is required to pay a deposit or agree to hand over their identity documents when they begin working for the company.

Management is responsible for informing key suppliers, agents and third parties of Harsch's standards regarding forced labor.

Clear internal communications

Openness, honesty, and trustworthiness encourage healthy communication between employees and superiors on all aspects of the work environment.

All employees are encouraged to discuss these issues with their direct line manager, or, if communication with them is limited, with their direct line manager.

In cases where communication with management is not the best option, all employees are free to use the company's complaints procedure by completing the "non-compliance" form to report their situation to management. These forms are addressed to the CEO.

Equal opportunities

We are committed to providing a pleasant working environment for our employees.

To this end, it is our duty to recruit and promote employees solely on the basis of their suitability for the position, to ensure their personal and professional development, and to offer them a healthy and reliable working environment.

Our employees must be selected, recruited, and promoted based on objective and non-discriminatory criteria. No moral harassment or discrimination will be tolerated, whether based on race, gender, or religion.

Employees with disabilities, or those suffering from a chronic illness, must be able to work to the extent that their disability or illness allows, and must be able to be given suitable work without suffering any form of discrimination.

A healthy working environment

Henri Harsch HH SA provides a healthy and reliable working environment with the aim of avoiding any problems and protecting the health of all our employees and other stakeholders.

To this end, health and safety programs and rules are established. It is the responsibility of each employee to comply with these health and safety rules. Henri Harsch HH SA does everything possible to prevent workplace injuries for both its employees and subcontractors.

The company also seeks to adapt work to the physical abilities and confidence levels of all employees.

Disclosure of medical data

There is no justification for asking applicants or employees to disclose their personal medical information beyond what is necessary to confirm their suitability for the position. All personal medical information is treated confidentially.

Participation in political life

Henri Harsch HH SA encourages employees to play an active role in civil society, particularly in political party activities and candidacy for elected office.

Protection of personal data

Henri Harsch HH SA recognizes the importance of protecting personal data; the company is committed, through its Code of Conduct, to protecting this data.

Henri Harsch HH SA will use personal data only for defined purposes and exclusively within the framework of the company's business.

Personal data includes name, home address, home phone number, performance reviews (HR).

Henri Harsch HH SA is committed to respecting individual data by managing the personal information collected in compliance with applicable law and its personal data protection policy.

Confidential information

Henri Harsch HH SA employees may find themselves in situations where they acquire information regarding Henri Harsch HH SA or other companies that is not available to the general public.

Use of this unpublished, or "confidential," information about Harsch or any other company is unethical and may violate the law.

Violations of the law may result in civil and criminal penalties. Henri Harsch HH SA will not tolerate any misuse of confidential information.

Sensitive information regarding Harsch or other transactions could, if it becomes public, affect the market. The following information (non-exhaustive list) are examples:

- Information on financial results / turnover / profits
- Mergers and acquisitions
- New services or customers likely to have a significant impact on business or financial strategy
- Information or strategic changes provided by Harsch Management
- Bankruptcies
- Disputes, etc.

Internet Use | Computer Code of Conduct

As a general rule, all IT equipment and resources are provided for internal business use only, not for private purposes.

The computer equipment provided must never be used for personal or commercial purposes, and must not be used for any purpose other than professional use during working hours. It remains the property of Henri Harsch HH SA.

Sending confidential information, or information belonging to the company or its customers, outside of official communication channels is strictly prohibited.

Under no circumstances shall IT equipment and resources be used for illegal or unethical purposes, nor to defame or give an unfair and negative image of Henri Harsch HH SA, its activities, its employees, its suppliers, agents, customers, competitors and stakeholders.

Computer systems are protected by passwords and/or additional physical authentication systems (door codes for secure areas, video surveillance for risk areas); employees are required to use these passwords or codes responsibly, monitor them and protect them against any malicious intent.

Any installation, modification, change, or personal use of software provided or made available by the Henri Harsch HH SA computer system must be authorized and directed by the head of the IT department.

In order to prevent theft, loss, or unauthorized use of data and systems, users are required to adopt the necessary measures to ensure the physical security of the equipment provided, such as laptops, phones, keys, USB sticks, etc.

To ensure the availability of company data, users will regularly ensure the security of data associated with their activity, by carrying out local or remote backups.

Any information concerning IT security incidents or violations of security principles must be brought to the attention of IT managers and the Security Manager.

All employees are required to familiarize themselves with and comply with the security rules and information access procedures implemented in their department by the Security Manager. Henri Harsch HH SA reserves the right to monitor the procedures adopted by employees for the use of IT equipment provided by the company.

Illegal substances

The use of illicit substances during working hours is strictly prohibited.

This use can have disastrous consequences on work and notably in the context of activities at the client's home and in Harsch's premises.

All substances, such as alcohol, drugs, etc., are considered illicit, except for prescription or non-prescription medications that have been legally obtained and are used for the purposes for which they were prescribed.

Management may authorize the consumption of alcohol in moderation for special occasions (meals, farewell drinks, Christmas drinks, etc.) and other relevant local events. Employees who fail to comply with this policy may be subject to disciplinary action.

Henri Harsch HH SA will do everything in its power to help employees who have become addicted to illicit substances. The type of assistance provided may vary and will require the cooperation of the employee concerned.

Protection of employees against harassment or intimidation

The employer has implemented a procedure to protect employees from harassment or bullying in the workplace. Employees who experience a situation detrimental to the interests of the company or staff are free to contact internal or external contact persons.

- Key people within the company:

These reference persons undertake not to take any action without the employee's agreement. None No information will be shared without the employee's express permission. Reference persons can assure complainants that their complaints will be heard without retaliation. Reference persons may be:

- The direct superior
- The Human Resources Manager
- The General Management

- External reference persons:

- Mediation

1. The Geneva Mediation Center and its team of professional mediators offer a place for those in conflict to meet and discuss their situation. Employees who consider themselves victims of such situations may contact the Geneva Mediation Center by telephone or mail to arrange a meeting. The company pays the mediators' fees; their invoices do not mention the complainants' names.

Geneva House of Mediations
41 Synagogue Street
1204 Geneva
+41 22 320 59 94 / info@mgem.ch

2. Equality offices in French-speaking Switzerland: www.egalite.ch

3. Prevention and maintenance of health in the workplace (PMSE)

PMSE SA - GENEVA
Castle Bloch Path 11
1219 Le Lignon
+41 22 970 19 06

PMSE SA - AARAU
Hohlgasse 45
5000 Aarau
+41 62 823 19 21

- Legal:

Labor inspection
Department of Solidarity and Employment (DSE)
Cantonal Office of Inspection and Labor Relations (OCIRT)
Rue des Noirettes 35, PO Box 1255
1211 Geneva 26 La Praille
+ 41 22 388 29 29

The employer undertakes to take all necessary measures to prevent and, where appropriate, censor any form of harassment or intimidation of employees. Directors and managers are expected to demonstrate exemplary behavior and be attentive to the well-being of their employees within the company. If a case arises, an internal or external investigation will be conducted, and, if necessary, appropriate disciplinary measures will be applied:

- Warning letter
- Dismissal (with or without notice)