

# Code of conduct

Respecting values and putting them into practice



We get it. **visana**



# **Based on Visana's values,** this code of conduct sets the framework for compliance with regulatory requirements – legal ones, as well as other internal and external ones

For Visana, this means taking into account how our business activities affect society, staff, the environment and the economic context.

This code of conduct empowers our staff to put Visana's values into practice with healthy self-evaluation, irreproachable conduct and sound judgement.

On these grounds, we challenge and encourage our staff, providing them with timely support – firstly to ensure comprehensive compliance with our principles mentioned below, and secondly to guarantee that our customers are given a quality of service that meets our high standards.

The Board of Directors and the Management  
Visana Services Ltd

# Healthy self-evaluation

**Adherence to applicable law**

We adhere to the applicable law and require the same of our staff and partners.

We comply with all relevant legislation and the binding instructions from supervisory authorities.

**Fair contract terms**

We are committed to fair competition and fair contract terms with regard to policy holders, staff and partners.

**Conflict of interest**

We separate private interests from those of Visana and disclose any possible conflicts of interest.

**Business relations with third parties**

We are strictly prohibited from accepting or directly obtaining gifts or other advantages from policy holders, suppliers, customers or other third parties, or allowing any promises to that effect.

For our part, we have to refrain from any active bribery or dishonest competitive practices.

We may accept small gifts and occasional presents that do not go beyond what is customary.

During any acquisition-related situation (until conclusion of the contract) we do not demand, accept, offer or grant any personal advantages.

## What does this mean for me?

This code of conduct does not refer to any specific laws, regulations or requirements, but provides a basis for healthy self-evaluation with integrity.



## What does this mean for me?

This code of conduct shows how the principles of irreproachable social conduct and behaviour are to be applied to everyday business situations. Along with our vision, guiding principles and values, it is an integral part of Visana's corporate culture.



# Irreproachable conduct

**Conduct towards each other** We respect customers, supervisors, staff and business partners. We guarantee that the dignity of each individual is preserved in every situation.

We conduct ourselves in this manner in direct contact with others, in correspondence and in social media.

**Conduct towards authorities** We endeavour to maintain a professional and open relationship with all relevant authorities.

**Information and data security** At all times, we strictly adhere to the legal regulations, as well as the internal and external requirements, pertaining to the security of information and data.

We report and document information truthfully, correctly and objectively.

We build competence, credibility and trust by ensuring that our data provides an accurate picture of the corresponding business transactions and events.

# Sound judgement

**Integrity towards Visana** We are committed to ensuring that we neither misuse nor waste company assets, and we act in a manner that we consider prudent in this regard.

**Approach to ecological resources** We act in accordance with the principles of environmental and social sustainability, continuously optimising the management of our resources and infrastructure.

**Approach to this code of conduct** We are committed to striving for consistent implementation and observance of this code of conduct.

## What does this mean for me?

If something unexpected occurs, personal judgement is to be used, and advice and assistance are to be sought from the relevant manager or reporting point.





# Compliance with this **code of conduct**

This code of conduct represents Visana's vision, guiding principles and values. It encourages our staff to address observations and to raise suspected potential violations with their line manager or at the relevant reporting point (whistle-blowing).

Failure to comply with this code of conduct may result in disciplinary action.

Visana prohibits retaliatory measures against staff who have reported in good faith.

We wholeheartedly support this code of conduct and personally strive to ensure that all members of the Board of Directors and all staff comply with these framework conditions in their work and in their relations with our stakeholders.

Bern, September 2019



**Lorenz Hess**  
Chairman of the  
Board of Directors



**Angelo Egli**  
CEO

## Reporting point

Reports can be submitted via:

**[visana.ch/compliance](https://visana.ch/compliance)**

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Risk and Quality Management  
Weltpoststrasse 19  
3000 Bern 16

