

Code of Conduct

of the Association of Austrian Promotional Product Retailers

1. Preamble

The Code of Conduct reflects the common understanding of socially responsible business conduct in the promotional products industry. It also serves as a framework for orientation, which allows companies to align their decisions and actions individually, and takes into account the particular challenges in an increasingly global and networked economy.

The Code of Conduct is to be recognized and applied as a voluntary instrument. Contractual claims and other rights in favor of third parties are not established by this voluntary self-commitment.

2. Ethical business and integrity

We pursue only legitimate business goals and practices and maintain business relationships only with reputable partners. We always align our entrepreneurial actions with universally valid ethical values and principles, including integrity and respect for human dignity.

2.1 Respecting original ideas and new product designs

We believe that the ownership of original ideas and new product designs must be respected. Mutual trust and a strong and trusting relationship between the VÖW, its suppliers and customers is very important and allows the free exchange of ideas. The VÖW respects original ideas and new product designs and does everything possible to protect these ideas from unauthorized copies.

2.2 Terms and conditions

We believe that the terms and conditions agreed with the VÖW as a group or with the individual members must be strictly adhered to by all parties involved. We also expect our suppliers to adapt to the same standards and comply with them. Non-compliance with contractual terms is detrimental to all parties involved and any dispute should be resolved quickly and professionally.

2.3 Personal data / Protection of confidential information

We respect the personal rights of our employees, business partners and customers and comply with the applicable legal and regulatory requirements for the processing of personal data and information security.

We carefully ensure that business secrets and other confidential information entrusted to us by our business partners and customers are adequately protected from unauthorized acquisition, use and disclosure, at least in accordance with the relevant legal provisions for the protection of trade secrets.

2.4 Consumer interests

As far as our products and services concern the interests of consumers, we have taken appropriate measures to ensure the safety and quality of the products or services we offer. We ensure that our products or services comply with the relevant legal provisions protecting consumers.

In the context of information and distribution measures, we take consumer interests into account by applying fair business, marketing and advertising practices and promoting consumer education. We pay special attention to the interests of children, seniors, people with disabilities and other vulnerable consumer groups.

3. Human rights and labor standards

We respect the dignity of human beings and adhere to the internationally recognized human rights. In all our business activities, we always strive to avoid causing or contributing to human rights violations. We expect the same from our business partners. Where necessary and possible, we support our supply partners in this regard.

3.1 Equal opportunities in employment / Non-discrimination

We believe that the terms and conditions of employment should depend on the individual abilities of the employee and not solely on their personal characteristics or opinions. We are committed to equal opportunities and reject any form of discrimination or unjustified unequal treatment in employment, such as based on national and ethnic origin, social background, health status, disability, sexual orientation, age, gender, political opinion, religion or worldview. Furthermore, we strive not to influence the individual right and the personal principles or habits, such as religious belief, of an employee. We also take into account the principle of equal pay for male and female workers for work of equal value.

3.2 Forced labour

No prison, slave or forced labour is used by the manufacturers of our products. This also means that workers do not have to deposit or hand in any "deposits" or identity papers when they start work.

3.3 Child labour

No child labour is used in manufacturing our products. We do not employ anyone under the age of 16 or under the age at which compulsory schooling is deemed to have been completed. If the local law in a country of production permits employment from the age of 14, the lower age applies.

We expect our contractual partners to have appropriate means of determining age in order to prevent child labour. If child labour is detected, all necessary measures must be taken immediately to focus on the welfare, protection and development of the child.

3.4 Working hours

We adhere to the working hours prescribed by the local labor laws, regarding the regulation of working hours and overtime. If there is no local law that regulates the maximum working time and overtime, we follow the regular working week. Overtime, if necessary, is compensated in accordance with local labor law. If this overtime rate is not regulated by law, this rate must at least correspond to the legally prescribed minimum hourly rate. Employees are granted a reasonable number of days off (at least one

3.5 Coercion and Threats

We recognize the value of our employees and treat each employee with dignity and respect. We do not use cruel and unusual disciplinary measures such as violence or other forms of physical punishment, as well as sexual, psychological and verbal threats against our employees.

3.6 Remuneration

We grant our employees fair remuneration, which is at least equal to the legally regulated minimum wage or the locally customary market wage. If both values exist, the higher one applies. The remuneration must at least cover the personal basic needs of the employee and grant him a disposable income.

3.7 Health & Safety

We maintain a safe, clean and healthy work environment that complies with all relevant laws and regulations. We provide our employees with adequate medical service, a clean break room, reasonable access to a mobile water supply system, well-lit and ventilated work spaces, and protection from hazardous materials and conditions. All premises are equipped with maximum safety measures, such as fire protection, emergency exits and access to first aid supplies. The legally regulated health and safety regulations are respected in every country and, if they are feasible for us, strictly adhered to. The same safety and health standard is applied in every facility that is available to employees.

3.8 Freedom of association

We respect and grant all our employees the right to form or join a trade union of their choice and to negotiate collective agreements. In countries where the right to freedom and collective bargaining is restricted, we facilitate, where possible, appropriate means of independent and free association and collective bargaining for all such employees. We ensure that representatives of such employees are not discriminated against.

4. Ecological responsibility

4.1 Protection of environment and climate

We take our ecological responsibility seriously: We comply with the applicable legal requirements and recognized standards for the protection of the environment and climate and make efforts to improve the impact of our business activities on the environment and climate. Our measures are based on legal and internationally recognized standards. We expect this also from our contractual partners and will take action if we become aware of a violation of these principles.

4.2 Animal and species protection

We respect the principles of animal and biodiversity protection and align our business activities accordingly. The keeping and use of animals must comply with the applicable legal animal welfare requirements and be appropriate to the species. We expect this also from our contractual partners and will take action if we become aware of a violation of these principles.

5. Implementation of the Code of Conduct

We make appropriate and reasonable efforts to continuously comply with the content of the Code of Conduct in our company.

5.1 Communication and training

We communicate the content of the Code of Conduct to our employees, business partners and other key stakeholders. We train our employees as needed on individual topics of the Code of Conduct.

5.2 Expectations towards our supply chains / control measures

The contents of the Code of Conduct also reflect our expectations towards our supply partners and other contractual partners in our supply chains. We expect them to follow the contents of the Code of Conduct or apply a comparable code of conduct, and encourage them to demand this expectation from the contractual partners in their

supply chain. We therefore identify and review our contractual partners in an appropriate way before we enter into a supply relationship, e.g. by self-disclosure, supplier evaluation or similar.

If serious violations are detected, we reserve the right to take appropriate contractual consequences, including the termination of the business relationship. In any case, we expect that detected violations

5.3 Notice of violations

We take any violation of the Code of Conduct seriously. When we receive reports of violations, we initiate measures to properly and confidentially resolve them and take appropriate countermeasures in the sense of remedy or prevention.

If you have any questions, please contact

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