

CODE OF CONDUCT

UNISERV

” IT IS BETTER TO HAVE
HIGH PRINCIPLES WHICH
WE CAN FOLLOW THAN HIGHER
PRINCIPLES THAT WE CAN-
NOT FULFIL. “
Albert Schweitzer (1875 - 1965)

WE HAVE **PRINCIPLES** AT UNISERV.

These are summarized in the ten guidelines below. They represent a primary frame of reference for our work at Uniserv. Complying with them promotes a positive working environment and a working relationship based on partnership and helps us maintain our good reputation with our customers, in the market and in the trade.

Each member of staff at Uniserv is responsible for complying with this code of conduct and also contributes to the overall success of Uniserv through entrepreneurial thinking and action.

INTERACTION

We support cultural diversity within Uniserv and work together as a team. We consider intercultural competence to be a major advantage in global competition. At Uniserv we cultivate a polite, open and fair working relationship. We do not accept any form of bullying at Uniserv. ■

COMMUNICATION

We do not keep conflicts secret but deal with them and ensure that we always remain objective in the process - just as we do in discussions. The free expression of opinion is explicitly desired. Goals (company goals, departmental goals, team goals) are clearly presented. Constructive criticism and praise for good/special work are important to us in the day-to-day working relationship. ■

MISTAKES

We deal with mistakes actively, i.e. we do not conceal them and do not look for those responsible but regard mistakes as an opportunity to improve our processes. We work carefully and conscientiously, so that we do not make careless mistakes. ■

DEMANDING & SUPPORTING

We demand and encourage independent action with a high degree of personal responsibility which is oriented towards results. We agree specific goals together in discussions between managers and members of staff and conduct feedback discussions at appropriate intervals. We also assume responsibility for ambitious goals. In this respect, we state the requisite conditions and the discernible risks. ■

ROLE MODEL

We practice what we expect from others. ■

TEAMWORK

We act with the knowledge that nobody is as good on their own as the team together. We always put ourselves in the position of the other people concerned when searching for solutions. We collectively support decisions which have been made. We support each other in problem-solving. ■

LOYALTY

We are loyal to Uniserv and respect the protection of confidential professional knowledge. We keep our private interests separate from our professional interests. ■

READINESS FOR FURTHER DEVELOPMENT

In order to meet the constantly changing market requirements, we confront changes – also ones in our own working environment – with an open mind. In this regard, we actively extend and update our knowledge and our skills. ■

INNOVATION

Innovations are particularly important for our future. All personnel must therefore constantly search for ways of improving products, services and processes. ■

DEALING WITH BUSINESS PARTNERS

We are committed to the success of our customers. We develop products and services with a high technical level and mobilize our resources in support of a successful long-term partnership with our customers. In any contacts with business partners, we are aware that we are representing Uniserv and act accordingly. ■

