



vitra.

How we work

Vitra's Code of Conduct



Dear All,

This Code of Conduct is the cornerstone of our work. It summarises the values that are important to Vitra as a company and to which we – every individual colleague, each team and department, the Group Management, the Board of Directors and the owner family – adhere.

Vitra uses this Code of Conduct to confirm its commitment to responsible business operations and the ethical, social and ecological principles that guide our business transactions. These principles are an expression of the company's responsibility to society, our business partners and to you, our employees.

We stand behind these values and it is important that you are familiar with them: ignorance is no excuse for acts of misconduct. We also expect business partners with whom we work closely to know and respect our values. If you have any questions or comments about the Code of Conduct, please contact your manager, Group Legal Services, compliance@vitra.com or me directly.

Nora Fehlbaum



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Our mission

Our mission

At Vitra, we believe that environments shape our thoughts and feelings, whether we are at home, at work or on the go. We work every day to better our surroundings through the power of design. A family business in its third generation, Vitra follows an environmental, cultural and commercial mission.

The Vitra Campus and the Vitra Design Museum inspire visitors and employees alike with their exhibitions, design archives and a comprehensive furniture collection. They further our understanding of the role played by design and architecture in defining our future spaces.

Environmental consciousness finds expression in all of Vitra's activities. It is manifested in how Vitra develops and manufactures its products, in the sourcing of raw materials and the organisation of its supply chain. Every new insight is regarded as an opportunity for further development.



Vermeer Postcard
"You sit more comfortably on a colour that you like."

Dealings with each other

Dealings with each other

Our work culture

Our day-to-day actions are shaped by four key principles, which help us cultivate a culture of mutual respect and high ethical standards. We believe that a combination of the right strategy and culture results in a strong performance. Each and every one of us is familiar with the laws, regulations and rules relevant to our job and we comply with them at all times. However, we review our actions not only in relation to legislation, but also on the basis of the following four principles and our strategy:

Vitra collaborates:

Vitra's leaders understand that crossfunctional collaboration enriches their teams' work lives and plays a crucial role in the company's success. Rather than thinking in terms of authority and hierarchies, Vitra leaders focus on excellent project management and strict adherence to processes. Our leaders are important representatives of Vitra's values internally and externally and help the company establish long-term partnerships across our value chain.

Vitra chooses integrity:

Vitra's leaders actively build diverse, powerful and effective teams. They act as role models and enforce our policies and guidelines by living the example. They strike the difficult balance between company interests and team agenda.

Vitra shapes the future:

Our leaders understand that the basis of Vitra's success tomorrow is built by them today. Our leaders recognise that the commitment, motivation and ongoing development of our talents lie in their hands. They look beyond obstacles and problems and are able to imagine and then realise a different, better future. Vitra's leadership can formulate a motivating mission empowering and involving their team.

Vitra gets things done:

At Vitra, everyone rolls up their sleeves if work needs to get done and our leaders abide by this principle. Instead of safeguarding their own expertise, they readily share their know-how, collaborating with talents across team boundaries and always asking themselves: how can I help others?

Dealings with each other

Our management culture

Each line manager is responsible for the actions of their team members. The line manager sets challenging yet clear and realistic objectives, leads through trust, cultivates personal responsibility and allows opportunities for development. To be good leaders requires exemplary HR management, personal achievements, reliability and empathy. You can approach your line manager or HR Business Partner at any time regarding personal or task-related issues. The objectives of the Vitra leadership team are also anchored in the following management principles:

Drive the performance: Leaders are proactive, entrepreneurial and strategic. They feel responsible for Vitra's results.

Empower people: Leaders empower their team members to act independently and autonomously within their area of responsibility.

Develop and retain talent: Leaders coach and mentor their team members. They foster an optimistic, empathetic and open work culture.

Lead with purpose: Leaders ensure an environment of transparency, honesty, respect and mutual trust.

Further development and continuous learning

We all have a part to play in Vitra's success and growth. That is why we promote the development and motivation of each employee through trusting and respectful interaction. The Vitra Academy offers numerous training modules and courses for your professional and personal development, as well as for a better understanding of our work culture. Some courses are mandatory and marked with an * in the annex.

Respect and equal opportunities

At Vitra, each and every individual counts. When it was founded back in 1950, Erika and Willi Fehlbaum ran the company together. Then as now, it is only natural for women to hold management positions at Vitra, and the number of different nationalities we employ also increases year after year. Ability and performance alone are decisive when it comes to recruitment, promotion and remuneration.

In terms of employment conditions, we comply with local laws and regulations and often exceed them. We are committed to equal opportunities as well as non-discrimination and offer fair conditions of employment with commensurate pay and attractive benefits. To make it easier to balance your professional and private life, we provide the option of working from home as part of our 'How to work better'(HTWB) framework.

We see a diversity of voices within the company as a strength. We do not tolerate any form of discrimination, humiliation, intimidation, oppression or insult, and we practise a policy of zero tolerance towards sexual harassment. Equality and justice are important to us. Everyone has a valuable role to play at Vitra regardless of our background, skin colour, age, gender, sexual orientation, religion or any other aspect that defines us.

Dealings with each other

Moderation and competence

We act with moderation both internally and externally and respect our counterparts. We convey confidence and knowledge through clear, fact-based communication, without any use of empty phrases or exaggeration. Our actions are in harmony with the respective social context and local standards of conduct.

Freedom from conflicts of interest

We put the interests of our clients and Vitra above our personal interests. We avoid constellations in which we are exposed to conflicts of interest or loyalty in the performance of the tasks assigned to us. For example, Vitra does not tolerate reporting lines between relatives.

Confidentiality and discretion

Vitra is a family company and is not subject to any duty of public disclosure. For decades we have released the information that we are legally obliged to publish. As a rule, we generally handle company data with care and discretion, both internally and externally.

Competition-relevant information from product development, marketing and sales or regarding production know-how and procedures, as well as supplier relationships, is subject to strict confidentiality rules. We only disclose financial data and other information internally or externally if we have explicit permission to do so. This still applies even if the data has already been published. We take all possible measures to protect Vitra's data and actively consult with our communication department in the event of questions. We also treat any information acquired about business partners within the framework of our business relationships with the same degree of confidentiality.

Dealings with third parties



Dealings with third parties

Dealings with business partners

We are always open and honest in our dealings with business partners and each other. We do not make promises that we cannot keep. We take responsibility for our actions and are reliable partners. How we behave on the market, who can give which approvals and what promises may be made is controlled by a clear competency guideline (Company Policy).

Responsibility for supply chain

We maintain long-standing partnerships with mostly European suppliers and ensure that all materials and semi-processed products we purchase meet our self-imposed conditions with regard to human rights and environmental standards, in addition to those prescribed by law. The products and materials employed are continuously analysed and the correctness of the procedures is checked both by the Vitra team and by external institutes. In more specific terms, the relevant criteria are discussed with new suppliers at the start of collaboration, then audited on site, periodically monitored and regularly reviewed through supplier evaluation.

Anti-corruption policy and fair competition

We respect the rules of free and fair competition. We rely on the performance and competitiveness of our products and services to gain customers all over the world. We do not attempt to influence the decision of our customers through direct or indirect offers of personal gain. We comply with local regulations and business culture, whereby Swiss principles prevail in case of doubt. If it is customary to give small gifts or tokens to business partners in individual cases, we limit them to an extent that cannot give rise to any impression of exercising personal influence, and in doing so we respect the law. The same applies to us: we never demand or solicit personal advantages from our business partners, nor do we accept such advantages. Customary tokens may only be accepted if any impression of personal influence can be strictly excluded.

We do not enter into any agreements with competitors or partners that could have a negative effect on competition. We also avoid sharing non-public information about our terms and conditions with competitors.

Dealings with third parties

Intellectual property

We protect and defend the intellectual property of the designs, technologies and production know-how we developed within our creative processes and nurtured over the years. For this purpose, key individuals and managers sign confidentiality agreements. In return, we fully respect the intellectual property of third parties.

Privacy

We process all information relating to an identified or identifiable individual in accordance with applicable data protection laws. We expect colleagues with access to personal data to observe the basic principles of data protection and to comply with internal guidelines.



Quality and safety

Quality and safety

Top priority is given to the safety and longevity of our products and processes. Delivering exceptional products and services is key to our reputation as a premium brand. The quality of products and processes ensures efficiency and satisfaction –both within the company as well as among external partners and customers – while also contributing to our environmental mission by helping to avoid waste.

'We do quality at Vitra'. Quality is central to our identity and corporate culture. We learn from those around us and recognise each other's contributions. We continually test and enhance the construction and production of our products, adapt them to the latest technical standards and improve the quality and sustainability of the materials used. Vitra's own safety and quality specifications are documented in detail, and our employees as well as our suppliers receive regular training on these standards. The benchmark for our product development activities is the German GS seal. Product assessments are conducted according to GS requirements and many other testing protocols in Vitra's own internal Test Center.

The safety of our employees and guests is vital to us. We refrain from any actions that could endanger or injure any of our employees, customers, partners, competitors, visitors or any other person. We ensure that no one is exposed to safety risks at work. The technical equipment in the workplace, the structure of internal processes and relevant training are all designed to provide you with optimum protection in the work environment.



Implementation

Implementation

Communication

This code defines the way we work and do business. It is issued to all members of the Vitra team and you must acknowledge receipt. The Code of Conduct is reviewed regularly to ensure that it reflects our values, principles and standards, and is in line with applicable regulations. The most up-to-date version of the Code of Conduct can be found on the Portal and on Orgavision.

Infringements and whistleblowing

Acts of misconduct occur from time to time. Theft, fraud, enrichment or favouritism, discrimination, mishandling of data and other violations of laws or the principles of this Code of Conduct are a threat to the company. Such acts undermine mutual trust and will not be tolerated. Transgressions will result in sanctions, and we will cooperate with the relevant authorities as necessary. If you discover or suspect violations of this Code of Conduct, our internal rules and policies, legal requirements or other regulations, you are required to report them to your line manager, a member of the Group Management or – even anonymously – through Vitra's secure whistleblowing system via <https://whistleblowersoftware.com/secure/vitra>

Monitoring

We are all responsible for seamlessly implementing the provisions of this Code of Conduct. Compliance is additionally guaranteed by a tight network of regular internal and external audits. For example, our auditors check compliance with accounting guidelines, the TÜV verifies the safety of our products and ISO standard auditors inspect our processes.

Annex

Our company has internal guidelines and policies for various activities and functions, which set out in concrete terms the obligations arising from this Code of Conduct. The following documents, among others, are available on Orgavision:

Vitra Policy
Strategic Framework
Privacy Policy
Confidentiality Guideline
Health and Safety
Documentation Workflow Gifts and Events
'How to work better' (HTWB) Framework
Whistleblowing Guideline
Travel Policy
Car Guideline

In addition to these documents, various e-learning courses are also available. They can be found in SF Learning and will help you build up and check your knowledge. Some are mandatory.

Cyber Security Basis & Refresher*
Occupational Safety (*for Germany only)

*mandatory courses

Most of you have already completed the following courses at least once. As the content is regularly updated, employees should repeat these courses from time to time.

Vitra Policy*
Data Privacy Law*
Anti-Corruption Law*
Competition and Antitrust Law (Sales*)

*mandatory courses