

An Effective Code of Conduct:

What "doing the right thing" looks like

Introduction

At the heart of a company's reputation are its employees. Each acts as an ambassador for their employer, shaping the relationships with customers, suppliers and other business partners, and in doing so ultimately influencing the company's stock price. Your Code of Conduct – the backbone of your compliance program – is an opportunity to communicate your company's ethical compass, inspire employees to lean in, and contribute to good decision-making.

Beyond its internal purpose, your Code of Conduct is a useful tool for investors, potential business partners, government agencies and other stakeholders to take a look *into* your company culture to learn more about how you promote values, ethical behaviors and operate with purpose (indeed, many of the Codes of Conduct we reviewed are hosted on IR webpages and cross-referenced from other internal and external company webpages).



Conviction, ownership and the "tone from the top" with content that is purpose-driven and speaks to the organization's values

A MESSAGE

Unilever's reputation for doing business with integrity and with respect for all those with whom it interacts goes back to the ver origins of the company. Indeed businesses that formed Unilesses among the most en

CODE OF BUSIN PRINCIPLES AN CODE POLICIES



Meaningful and focused content with practical and relevant instructions that avoids boilerplate language and is aligned with the business

RESPECT PEOPLE

PEOPLE SHOULD BE TREATED WITHONESTY AND FAIRNESS. UNILEYS EMPLOYEES CELEBRATE THE DIVENDED THE PEOPLE AND WHAT THEY BRING SER WORKING.









So how does your Code of Conduct look and read? Does it feel like a document that reflects your company's culture? Is it drafted in a way that is straightforward, relatable and easily consulted as questions arise? Or, are you "ticking the box" with a Code of Conduct that reads like an employment formality which is quickly forgotten??

To be relevant and influential (and, accordingly, support your compliance program), your Code of Conduct needs to be structured and presented in a way that makes it effective.

So what does a good and effective Code of Conduct look like? Over the following pages, we look at the best examples from our sample through the following lenses:

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An impactful call to ethical behaviors... and reporting when necessary, including an established framework for speaking up and decision-making











GLOSSAR

Code Support Line

Confidential online and telephone service, allowing the user to raise a concern about an actual or potential breach of the Code or Code Policis a question if clarification is heck back on the st



An inspiring user experience to ensure "readability" created by visually engaging design, an easy to reference structure and clear, inclusive language

The following pages highlight worldwide best practices from a selection of Codes of Conduct published by some of the world's largest corporations. The information within guides the

behavior of their employees, while offering current and potential investors a look into their corporate culture.



SCOPE

We reviewed 90 Codes of Conduct prepared by corporations domiciled in the world's top 5 economies:



Germany

- Volkswagen
- Bayer
- Daimler
- BASF
- Siemens
- SAP
- Deutsche Telekom
- BMW
- Allianz
- Henkel

China

- Industrial and Commercial Bank of China
- China Construction Bank
- Agricultural Bank of China
- Bank of China
- Ping An Insurance Group
- China Mobile
- China Petroleum & Chemical Corporation
- Bank of Communications
- China Merchants Bank
- China Life Insurance

Japan

- Toyota Motor
- Mitsubishi Financial
- Sumitomo
- Nippon Telegraph
- Honda
- Softbank
- Mizuho Financial
- Nissan Motor
- Mitsubishi Corporation
- Hitachi

Conviction, Ownership and the "Tone from the Top"

In our view, the most effective Codes of Conduct speak to each corporation's values and how they are upheld – sometimes in different ways – through the behaviors of management and employees. Codes that align purpose, values and ethical standards create a compelling message.

Each member of German automobile manufacturer **Daimler's** Supervisory Board signs a letter at the beginning of the company's Integrity Code, creating a sense of shared responsibility. The Code gives a voice to employees throughout the world who share what integrity means to them in quotes presented throughout the document.





British financial firm **Lloyds'** Code of Responsibility highlights the Board's commitment to collective responsibility through a quote from the company's non-executive director and Chair of the Responsible Business Committee.

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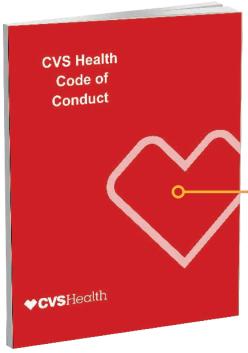
Daimler Integrity Code

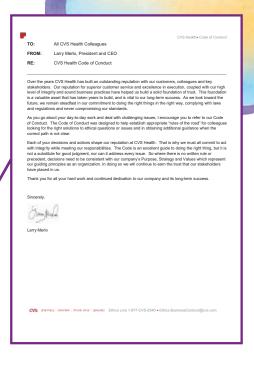
https://www.daimler.com/documents/sustainability/integrity/daimler-integritycode.pdf

Lloyds Code of Responsibility

http://www.lloydsbankinggroup.com/globalassets/documents/our-group/responsibility/policies-and-codes/code_of_personal_responsibility.pdf

CVS Health's President and CEO Larry Merlo communicates the shared responsibility for the company's reputation in a letter to all employees which is presented on the first page of the company's Code of Conduct.





Microsoft's Standards of Business Conduct are presented as a concise website which is introduced by a personal and sincere letter from the company's CEO, Satya Nadella.



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CVS Health Code of Conduct

https://cvshealth.com/sites/default/files/CVS_ Health_Code_of_Conduct_1.pdf

Microsoft Standards of Business Conduct

https://www.microsoft.com/en-us/legal/compliance/buscond/default.aspx





Anthem's Standards of Ethical Business Conduct outlines managers' responsibilities, encouraging them to serve as role models and lead by example.

In a similar manner, **BP's** Code of Conduct highlights employees responsibilities, and the additional responsibilities of the company's managers.



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Anthem Standards of Ethical Business Conduct

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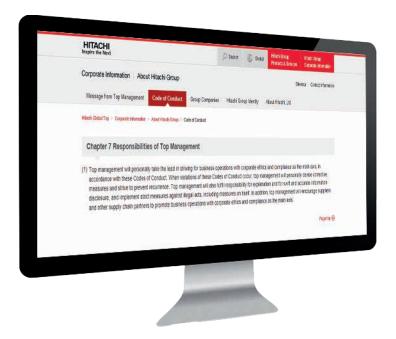
BP Code of Conduct

http://www.bp.com/content/dam/bp/pdf/about-bp/code-of-conduct/bp-code-of-conduct-english.pdf



Tesco PLC presents a reader-friendly Code of Business Conduct which explains how "colleagues" and "people managers" should use the document.

Japan's **Hitachi Corporation** emphasizes the responsibilities of "Top Management" in its concise Global Code of Conduct, which is presented on a dedicated minisite.



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Tesco Code of Business Conduct

https://www.tescoplc.com/assets/files/cms/Code_of_business_conduct_2015.pdf

Hitachi Group Code of Conduct

http://www.hitachi.com/corporate/about/conduct/index.html



Chevron's Business Conduct and Ethics Code presents a clear overview of roles and responsibilities – including the obligation to "speak up" in case of an ethics violation.





Procter & Gamble begins its Worldwide Business Conduct Manual with a crisp presentation of the company's Purpose, and goes on to tie values and principles back to that core purpose throughout the manual.

In a similar manner, Anglo-Chinese financial firm **HSBC** presents "Why what we do matters" at the beginning of its Charter.



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Chevron Business Conduct and Ethics Code

https://www.chevron.com/-/media/chevron/shared/documents/chevronbusinessconductethicscode.pdf

HSBC Charter

http://www.hsbc.com/our-approach/our-values/our-charter

Procter & Gamble Worldwide Business Conduct Manual

http://us.pg.com/en-us/-/media/PGCOMUS/Documents/PDF/Who_We_Are/World%20Business%20Conduct%20Manual/Policy_Worldwide_Business_Conduct_Manual%20pdf.pdf?la=en-US&v=1-201611181810

McKesson's Code of Conduct presents its "iCare" core values that form the cornerstone of the company's corporate culture and are presented consistently across the company's reporting and website.





Wells Fargo's recently updated Code of Ethics speaks frankly to "...rebuild trust and restore pride in our company and mission", and places employees at the heart of that mission.



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McKesson Code of Conduct

http://www.mckesson.com/uploadedfiles/mckessoncom/content/investors/corporate_governance/mckesson_code_of_conduct.pdf

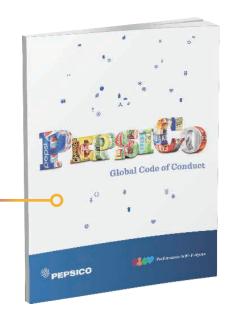
Wells Fargo Code of Ethics & Business Conduct

https://www08.wellsfargomedia.com/assets/pdf/about/corporate/code-of-ethics.pdf





PepsiCo's Global Code of Conduct makes it personal. In a dedicated section titled, "Your Personal Responsibilities", clear ownership for acting with integrity and inspiring trust is assigned to each of the company's employees.





UPS's code of Business Conduct is distributed to employees who sign and "own" their copy.

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PepsiCo Global Code of Conduct

https://www.pepsico.com/Assets/Download/ CodeOfConduct/English_GCOC_2014.pdf

UPS Code of Business Conduct

https://www.ups.com/media/en/code_bus_conduct.pdf

An Inspired User Experience

The best Codes of Conduct present strong visuals that align with corporate branding to create a document that feels more like a communications tool than a legal exercise. In the most engaging documents, visual signposts, flowcharts and graphics are used to further reader understanding.

Beyond design, the most memorable Codes of Conduct speak in a clear and accessible tone of voice using straightforward language.

HP Inc. presents a visually compelling Ethics minisite within the "Sustainability" section of its corporate website, and begins with the statement that, "99.97% of active employees, including every senior executive, completed a one-hour Standards of Business Conduct training course in 2015."



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HP Inc. Corporate Ethics

http://www8.hp.com/us/en/hp-information/global-citizenship/governance/ethics.html





J. P. Morgan Chase's Code of Conduct is a thoughtfully presented PDF divided into sections, with interactive navigation cues to make the document easier to review.



Vodafone's Code of Conduct is animated by photography of the company's employees "owning" principles from the Code.



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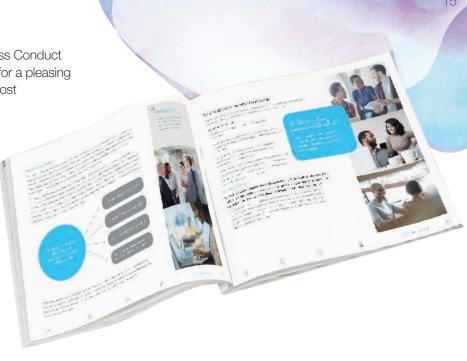
JP Morgan Chase Code of Conduct

https://www.jpmorganchase.com/corporate/ About-JPMC/document/code-of-conduct.pdf

Vodafone Code of Conduct

https://www.vodafone.com/content/dam/sustainability/pdfs/vodafone_code_of_conduct_2012.pdf

Johnson & Johnson's Code of Business Conduct is well presented, using frequent visuals for a pleasing reader experience and to highlight the most important topics.





BP uses clean design, uncluttered text and bright corporate colors to help readers navigate through its Code.

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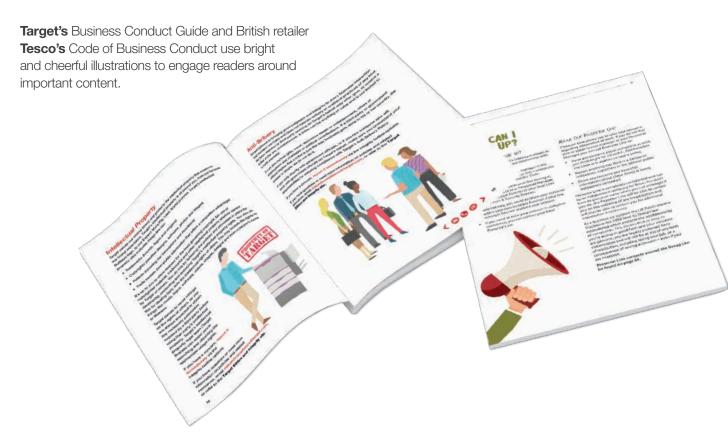
Johnson & Johnson Code of Business Conduct

https://www.jnj.com/_document?id=00000159-69fe-dba3-afdb-79ffcdd60000

BP Code of Conduct

http://www.bp.com/content/dam/bp/pdf/about-bp/code-of-conduct/bp-code-of-conduct-english.pdf





Is there room for personality in a legal document? Alphabet's **Google** certainly thinks so, as it presents itself as a "dog" company and expresses concern for stressed-out cats in its (online) Code of Conduct:

Alphabet

Investor Relations

Google Code of Conduct 5. Dog Policy

Google's affection for our canine friends is an integral facet of our corporate culture. We like cats, but we're a dog company, so as a general rule we feel cats visiting our offices would be fairly stressed out. For more on this, see our Dog Policy.

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Target Business Conduct Guide

https://corporate.target.com/_media/TargetCorp/csr/pdf/business-conduct-guide-2016.pdf

Tesco Code of Business Conduct

https://www.tescoplc.com/assets/files/cms/Code_of_business_conduct_2015.pdf

Google Code of Conduct

https://abc.xyz/investor/other/google-code-of-conduct.html

Meaningful Content

The best Codes take a "less is more" approach, prioritizing content most relevant to the business. Applicable laws, regulations and policies – often complex and intimidating – are presented in easy-to-understand terms and as they relate to situations arising in the ordinary course of business. These Codes require that employees at all levels are expected to act with integrity, personal responsibility and common sense.

Cardinal Health presents a simple, 10-point checklist of their Standards of Business Conduct.







Johnson & Johnson's Code of Business Conduct is particularly well put together with a prominent "credo" that that is consistent with the distinct brand. Beyond outlining employee responsibilities, J&J's Code also highlights the company's reciprocal responsibilities to its employees.

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Cardinal Health Standards of Business Conduct

http://www.cardinalhealth.com/content/dam/corp/web/documents/fact-sheet/Cardinal%20 Health-SBC_English_2013.pdf

Johnson & Johnson Code of Business Conduct

https://www.jnj.com/_document?id=00000159-69fe-dba3-afdb-79ffcdd60000





Anglo-Dutch **Unilever's** Code of Business Principles and Code Policies presents a section to highlight how people should behave towards one another to achieve their fullest potential.





United Health's Code of Conduct speaks to managing the company's customers respectfully, responsibly and with compassion.

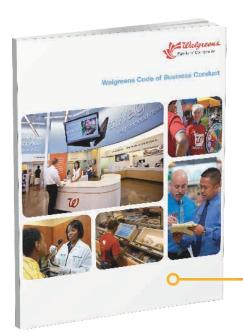
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Unilever Code of Business Principles and Code Policies

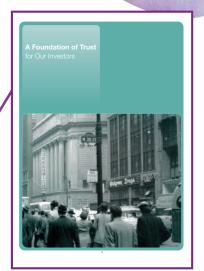
https://www.unilever.com/Images/4394-cobp-code-policies-booklet-external.v12_tcm244-489270_en.pdf

United Health Code of Conduct

 $\label{lem:https://www.marchvisioncare.com/docs/UNH-code-of-Conduct.pdf} \begin{tabular}{ll} https://www.marchvisioncare.com/docs/UNH-code-of-Conduct.pdf \end{tabular}$

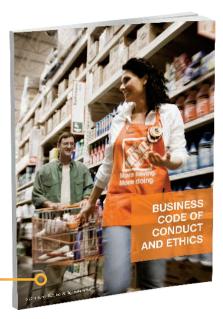


Walgreens Boots Alliance provides details in its Code of Business Conduct on how employees ensure that the company maintains the trust of investors by keeping honest, accurate financial reporting in compliance with the law and company policy.



The Home Depot's Business Code of Conduct and Ethics also addresses employees' responsibilities to shareholders, with a discussion of Insider Trading.





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Walgreens Code of Business Conduct

http://files.shareholder.com/downloads/ wag/686743208x0x145604/14561bf9-f748-4a6ea9ea-ba2489876aed/ethics.pdf

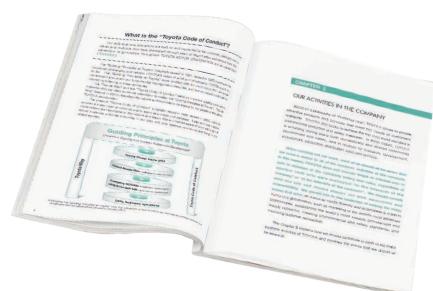
The Home Depot Business Code of Conduct and Ethics

http://ir.homedepot.com/~/media/Files/H/ HomeDepot-IR/documents/governancedocuments/business-code-of-conduct-andethics.pdf





SSE, a British energy provider, uses its Guide to Ethical Business Conduct to explain the link between having a long-term sustainable business and their influence as "a social, economic and environmental force for good".



In a similar manner, Japan's **Toyota Motors** Code of Conduct is as much an ethical guide for the company as for its employees, with a presentation of Guiding Principles, and how the company seeks to meet them (contribution to society, philanthropy...).

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SSE A Guide to Ethical Business Conduct

http://sse.com/media/454977/Doing-the-right-thing_FINAL_Web.pdf

Toyota Code of Conduct

http://www.toyota-global.com/pages/contents/company/vision_philosophy/pdf/code_of_conduct.pdf

An Impactful Call to Ethical Behaviors... and Reporting When Necessary

The most effective Codes of Conduct bring reality to hypothetical circumstances, and provide a framework for decision-making that is practical and relevant to day-to-day business activities.

General Motors' Code of Conduct presents readerfriendly icons and a "decision-making model" to be adopted by employees facing an ethical dilemma.





In the same vein, **Freddie Mac's** Code of Conduct and **J.P. Morgan Chase's** Code of Conduct each present an ethical "Decision Tree".

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General Motors Code of Conduct

https://www.gm.com/content/dam/gm/en_us/english/Group4/InvestorsPDFDocuments/WWI.pdf

J.P. Morgan Chase Code of Conduct

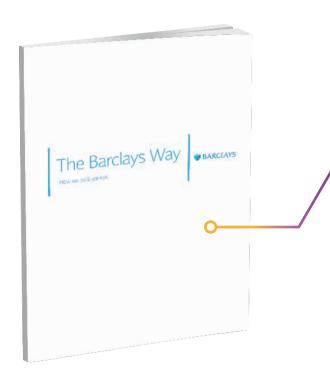
https://www.jpmorganchase.com/corporate/ About-JPMC/document/code-of-conduct.pdf

Freddie Mac Code of Conduct

http://www.freddiemac.com/governance/pdf/code_of_conduct_employees.pdf



In "The **Barclays** Way" the British finance group presents an at-a-glance framework of behaviors which sets the stage for the broader discussion.







Bank of America uses crisp design to communicate their Code of Conduct, and presents a clear dashboard of where to take concerns or questions.

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The Barclays Way

https://www.home.barclays/content/dam/barclays/public/docs/Citizenship/Policy-Positions/FinalThebarclaysWay_Cropped_July%202016.pdf

Bank of America Code of Conduct

investor.bankofamerica.com/phoenix.zhtml?c=71595&p=irol-govconduct





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Prudential Code of Conduct

https://www.prudential.com/media/managed/COC-MakingTheRightChoices.pdf

Target Business Conduct Guide

https://corporate.target.com/_media/TargetCorp/csr/pdf/business-conduct-guide-2016.pdf

Boeing Ethical Business Conduct Guidelines

http://www.boeing.com/resources/boeingdotcom/principles/ethics_and_compliance/pdf/ethical_business_conduct_guidelines.pdf



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