

What we stand for – Business Partner Code of Conduct

ista, a globally operating company, is committed to ethical, legally compliant and socially responsible corporate governance. We continually strive to optimize the sustainability of our corporate actions, and, if possible, to implement them together with our Business Partners. ista is committed to adhere to the principles listed in this Business Partner Code of Conduct and also expects its direct and indirect Business Partners and their employees to adhere to it. Business Partners are responsible for monitoring and supporting compliance with the outlined requirements in their own supply chain to the best of their abilities.

General Principles

Comply with the Law

ista's contracting party (hereinafter referred to as the "Business Partner") complies with all relevant national and transnational laws as well as national and international conventions.

Develop Safe Products and Services

People and the environment are not harmed as a result of the Business Partner's products or services. Standards specified by law, in particular in respect of product safety, are complied with. The Business Partner informs adequately about the safe use of provided products.

Refrain from Corruption and Bribery

Any form of attempted corruption or bribery, in particular inappropriate gifts, are to be refrained from in dealings with ista employees, in the name of ista and similarly in dealings with other Business Partners of the Business Partner as well as with public authorities.

Promote Fair Competition

All the Business Partner's business activities are subject to the rules and regulations of fair competition. The Business Partner complies with all applicable competition and antitrust laws.

Protect Data and Intellectual Property

The Business Partner respects the protection of data and intellectual property of third parties and those of ista.

Prevent Money Laundering and Terrorism Financing

The Business Partner complies with the valid national and international measures in the fight against money laundering and terrorism financing.

Human Rights

Protect Children

The Business Partner does not permit any persons under the age of 15 to work at its company as employees. Dangerous tasks are only performed by employees who are at least 18 years of age. (ILO Convention 138 and 182)

Prevent Forced Labour

Forced and compulsory labour as well as slavery are prohibited. The Business Partner does not request that employees hand over their identification papers or work permits as a precondition for being employed. (ILO Convention 29 and 105)

Prevent Discrimination

Employees are in no way discriminated in respect to their employment or remuneration based upon sex, age, ethnic origin or national affiliation, religion, sexual identity, union membership or disability. (ILO Convention 100 and 111)

Treat Employees Fairly

The Business Partner does not in any form physically or psychologically punish its employees. This applies, in particular, if employees report in good faith company practices that violate national, international or internal provisions.

Working Conditions

Create Safe and Healthy Workplaces

Any national provisions related to health protection and occupational safety are complied with without any exceptions. The Business Partner provides guidelines on occupational safety to its employees to minimise accidents and occupational diseases.

(ILO Convention 155)

Safeguard Appropriate Payment

The Business Partner is committed to pay its employees appropriately and in particular to observe the applicable minimum wage.

Comply with Working Hours

The Business Partner guarantees not to exceed the maximum working hours specified in the respective national statutory laws and collective agreements.

Safeguard Right to Collective Negotiations and Freedom of Association

The employees are entitled to engage in collective negotiations and to form a union.
(ILO Conventions 87 and 98)

Protect against Unlawful Seizure of Land

The Business Partner does not permit any unlawful forced evictions or unlawful seizure of land, forests or waters whose use secures a person's livelihood.

Protect Natural Livelihood

The Business Partner does not permit any harmful soil changes, water pollution, air pollution, harmful noise emissions or excessive water consumption.

Protect against Torture

If the Business Partner makes use of security forces, it is ensured that this does not lead to torture or cruel, inhuman or degrading treatment, that the life and limb of other persons are not harmed and that the freedom of association of other persons is not impaired.

Environmental Protection

Endeavour to Achieve CO₂-Neutrality

ista's goal is to be CO₂-neutral, latest by 2030. The Business Partner supports ista in this goal and produces and distributes its products and services in a CO₂-neutral manner by 2030 at the latest. The Business Partner regularly informs ista about measures and projects that contribute to the reduction of CO₂ emissions and communicates the current status.

Careful Use of Resources

The Business Partner minimises the consumption of raw materials in every business activity. Particular attention is paid to the economical use of energy and water.

Avoid and Prevent Detrimental Effects on the Environment

The Business Partner reduces environmental pollution and emissions to a minimum within the scope of technical possibilities. The Business Partner complies with the regulations on the protection of natural resources, in particular the Minamata Convention on Mercury, the Stockholm Convention on Persistent Organic Pollutants and the Basel Convention on the Control of Transboundary Movements of Hazardous Wastes and their Disposal.

Avoid Hazardous Substances

Substances that pose a risk to people and the environment are to be avoided wherever possible. The Business Partner maintains or introduces a hazardous substance management system that ensures safe use and transport as well as safe storage, reprocessing, reuse and disposal.

Develop Environmentally Compatible Products

When developing products and services, the Business Partner ensures that these are economical in their use of energy and natural resources. Products should be suitable for reuse, safe disposal or recycling.

Operate Management Systems

The Business Partner establishes the organisational prerequisites for compliance with the above-mentioned principles. ista gives preference to Business Partners who actively operate a quality management system in accordance with ISO 9001, an energy management system 50001, an environmental management system in accordance with ISO 14001, an information security management system in accordance with ISO/IEC 27001 or a management system for occupational safety and health in accordance with ISO 45001 or equivalent systems.

Realisation

Create Transparency

The Business Partner makes this Business Partner Code of Conduct available to all employees involved in the manufacturing of products for ista or the rendering of services to ista, e.g. by way of notices in production and offices. Employees can and should report violations of this Code to ista using the following contact options:

E-Mail: compliance@ista.com

Whistleblowing system: www.bkms-system.com/ista

Facilitate Controls

On request, the Business Partner provides any information required to ista for an initial assessment in a correct and comprehensive manner as part of a self-assessment. Furthermore, the Business Partner makes other information available that provides proof of compliance with the Business Partner Code of Conduct. ista may monitor implementation of this Business Partner Code of Conduct as part of its Business Partner audits. The Business Partner is to notify ista of events that conflict with the principles of this Business Partner Code of Conduct, even if such events do not occur at the Business Partner, but at downstream stages of the value chain.

Ensure Compliance

ista reserves the right to request remedial measures in the event of failure to comply with the Business Partner Code of Conduct and, where applicable, end the collaboration.