

Communication on Progress (COP)

The United Nations Global Compact

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1 **Bedag Informatik AG**

Bedag was founded on 1 February 1990. Since 1 January 2003 it has been a public limited company owned by the canton of Berne, with equity capital of CHF 10 m and sites in Berne, Wettingen, Lausanne and Delémont. It employs around 470 employees. Its customers are organisations and companies with a high level of administrative activities, hence public administrations (the federal government, cantons, municipalities), local and state organisations (hospitals, social security offices, transport services, international organisations etc.), the insurance industry (medical insurance, insurance associations etc.) as well as general companies with business or ERP applications (including SAP). It offers these customers the following services:

- Scalable data centre services for system management, operation and maintenance of servers and networks of a variety of technologies and security services that meet the highest requirements.
- Decentralised services such as desktop services and on-site support, supplemented by a multilingual user help desk.
- Software development focusing on specialist solutions and individual developments.
- Integration of standard products.
- Advisory services.
- Integrated solutions and services: full outsourcing or computing on demand or software as a service (SaaS).

Thanks to the quality of Bedag's services, customers can implement their projects better, faster, more securely and more economically. Its cost leadership allows Bedag a high level of service and customer orientation and makes it flexible and proactive. Its decentralised sites all over Switzerland provide customer orientation and good personal relations with customers. Bedag operates exclusively in Switzerland.

Bedag is certified by ISO 9001:2008 and ISO/IEC 27001:2005 and for operational sustainability by "EcoEntreprise".

2 **Statement of support from the chairman of the board, Peter Schmutz**

"As a leading state-owned technology company in Switzerland, Bedag Informatik AG expressly commits itself to the principles and goals of the UN Global Compact. The basis of our business operations is a strict adherence to Swiss law and international standards in the form of the UN Global Compact. Our obligations are hence fulfilled by two lines of action: We integrally apply the Global Compact in our business processes and thereby assume a pioneer role in Switzerland. Our pioneer role draws media attention by which we can help to expand the impact of the initiatives and ten principles of the UN Global Compact."

3 **Bedag's code of conduct**

The basic values of commitment, integrity and professionalism give our companies a perspective on all reference groups – customers, proprietors, suppliers, partners, relevant government and supervisory authorities, the media and society overall. Implementing these basic values creates trust, which is the precondition for our business success and which can safeguard our workforce over the long-term. We aim to build and enhance trust with our code of conduct.

The basic values of commitment, integrity and professionalism defined in the code of conduct, and the behaviour principles based thereon shape our daily work and company culture. They are ac-

tively upheld and maintained by our board of directors and management as well as by all employees.

Everybody who works for Bedag in any way commits themselves to the company goals. Associated with this is their responsibility to adhere to the three basic values of commitment, integrity and professionalism laid down in the code of conduct, by which Bedag achieves its corporate goals and aims to safeguard its success over the long-term.

4 Principles of the Global Compact

Human Rights

Principle 1: Businesses should support and respect the protection of internationally proclaimed human rights.

- Bedag specifically espouses the principle of equal pay for equal work as well as equal rights for men and women, and in doing this has taken on a pioneering role in Switzerland. One of the first companies in Switzerland to do this, it has allowed wage equality to be studied company-wide by external agencies and annually monitors them in the context of a certified personnel process. Bedag does not award any contracts in countries where wage equality cannot be monitored.

Principle 2: Make sure that they are not complicit in human rights abuses.

- By setting up staff representation Bedag has ensured that the rights of employees are protected. Ombudswomen were voted for female employees to particularly safeguard the rights of women.

Labour Standards

Principle 3: Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining.

- Bedag expressly adheres to the recommendations of the sector associations and in the context of its wages equality policy has transparent compensation systems.

Principle 4: The elimination of all forms of forced and compulsory labour.

- Neither Bedag nor Switzerland has forced labour. Bedag awards no contracts to countries that allow forced labour.

Principle 5: The effective abolition of child labour.

- Child labour is employment of someone under the legal age limit of 15. In Switzerland the minimum age has been established by the employment law, home work law and compulsory schooling of nine years. Child labour is no longer a social problem for Switzerland. Bedag awards no contracts to countries that allow child labour.
- In vocational training Bedag adheres to the strict prevailing legal conditions and the stipulation "fair play in apprenticeship training".

Principle 6: The elimination of discrimination in respect of employment and occupation.

- The basic values and behavioural principles laid down in the code of conduct are settled features of our company culture. All managers, like all employees, are obliged to espouse these basic values in their daily work and to actively implement them responsibly.
- Compliance with the code of conduct is verified in annual employee assessments. Behaviour that contradicts the basic values is in no case supported by Bedag.

Environment

Principle 7: Businesses should support a precautionary approach to environmental challenges.

- Bedag's commitment to the environment has been certified. Certification was awarded in accordance with the "EcoEntreprise sustainable development" checklist of the Ecoparc association in Neuchâtel. It was carried out by independent auditors of the Swiss Union of Quality and Management Systems (SQS).

Principle 8: Undertake initiatives to promote greater environmental responsibility.

- In procuring standard hardware for employees, Bedag complies with the evaluation of products in Greenpeace's eco rankings. The rankings focus on factors like the use of environmentally-friendly materials and the availability of world-wide recycling systems.

Principle 9: Encourage the development and diffusion of environmentally friendly technologies.

- In the context of its certified management system, Bedag annually organises a supplier assessment in which the services of suppliers are checked in relation to their environmental friendliness.

Anti-Corruption

Principle 10: Businesses should work against corruption in all its forms, including extortion and bribery.

- The basic value of integrity in the code of conduct expressly prohibits this in our company.

5 Annual report: Social responsibility

In the current annual report, as in previous years, Bedag devotes a special chapter to the topic of "Social responsibility". It publicly and expressly espouses therein the United Nation's Global Compact initiative by professing support for responsible corporate governance in accordance with the ten principles of the Global Compact.

A big project last year was the certification of environmentally compatible behaviour. Bedag aims thereby to assume a pace-setting role in the IT sector early on and by taking appropriate measures. In spring 2009 Bedag was certified as a sustainable company with the "EcoEntreprise" label.

The EcoEntreprise program was initiated and developed by the Ecoparc association. A non-profit organisation with head office in Neuchâtel (Switzerland), it has set itself the goal of promoting sustainable development in corporate governance. The association supports companies that wish to tackle environmental and sustainability topics. To do this it has developed EcoEntreprise tools which make self-assessment, management and improvement simple and pragmatic. The tools are widely recognised in the economy. Priority is given to results and performance – and not to systems and procedures.

The EcoEntreprise programme, on the market since 2003, is used world-wide by more than 150 private and public institutions – including small firms but also big companies with several thousand employees.

The EcoEntreprise consists in enabling a company to qualitatively record and check its sustainability in the areas of quality, environment, health, safety and social matters with the help of an "EcoEntreprise sustainable development" checklist. If it meets the minimum sustainable development stan-

dard, the EcoEntreprise certificate is awarded after an external, independent test. This certificate significantly enhances a company's sustainability profile.

Link: http://www.bedag.ch/portrait/geschaeftsbericht_d.php