

An aerial photograph of a group of approximately 20 people gathered on a large, flat, grey rock formation. The rock is surrounded by lush green trees and vegetation. The people are scattered across the rock, some sitting, some standing, and some in small groups. The scene is brightly lit, suggesting a sunny day. The overall atmosphere is one of a community gathering or a team-building exercise.

TAPAUS  
/LIWLIG

# CODE OF CONDUCT 2022

Our ethical business principles that  
guide our management and  
employees to achieve our shared goals.



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# 1. Ethical principles

At Tapaus, we want to be a pioneer in our industry and in operating ethically.

Our goal is to create a happy and equal work environment where our employees, stakeholders and planet are all treated with respect. We work hard to promote climate positivity in all of our projects.

We want everyone who works here to feel valued and free to be their own unique selves. Because we believe that a good work environment makes people happier and their work more rewarding.

We have zero tolerance for discrimination, exclusion, teasing, bullying, or any kind of harassment.

Equal human rights, safe working conditions, preserving the environment and anti-corruption are all crucial to driving the kind of fair and sustainable global development we want to see happen.



## 2. Diversity is strenght

We treat everyone with respect, regardless of gender, ethnicity, religion, age, ability, sexual orientation, gender identity – or anything else.

Equality means we work on a level playing field where everyone has the same opportunities, rights and obligations.

We do this not only because it's right, but also because we know that diversity truly enriches our organization: different perspectives and personalities challenge our thinking and push us forward as people and as a company.





### 3. Quality comes from responsibility



# Quality every day

Quality control isn't something we spot-check, it's a integral part of what we do every day. It's how we're able to deliver the very best results – for ourselves and our customers.

By aiming for quality in everything we do, our goal is to be seen and experienced as the best and most professional partner in the business.





# Freedom and responsibility

## Working at Tapaus

We recruit people whose skills expand our client offering.  
And we support their development with regular training.

We work in a fast-paced business where efficiency and organization are key. That said, we also know that situations change, and so can even the most meticulously laid out plans. That's why communicating clearly with our clients and partners and being totally transparent throughout the whole process is an important part of how we work.

At Tapaus, each person is responsible for prioritizing and organizing their own time. We trust our team, so there's no need for us to breathe down their necks. We believe that freedom feeds creativity and helps people find their own way to work, take responsibility, and define their own role in our shared success story.

We want to enhance and utilize each person's unique skills and abilities. And we want Tapaus to be a place where people can grow and take on new challenges. Each member of the Tapaus team has their own personal development plan that's regularly reviewed and adjusted together with his or her supervisor.

We also respect each other's time, which is why one of our most important principles is making sure that everyone maintains a really good work-life balance.

# Responsibility is a team sport

## **Subcontractors, suppliers and partners**

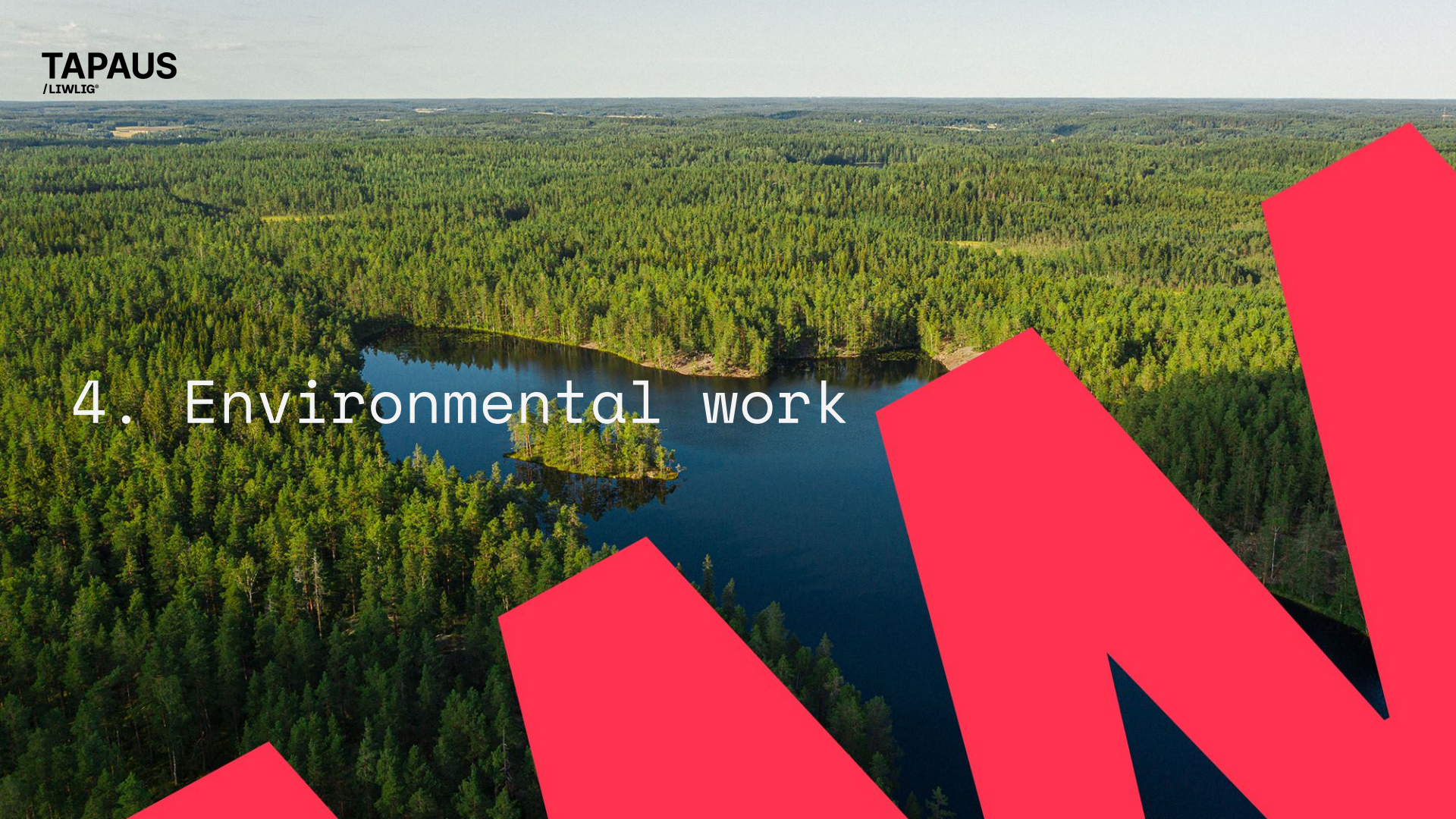
We're serious about taking responsibility for the results of our work, and that's also reflected in the partners we work with. When choosing suppliers, goods and services, we expect the same level of quality that we're committed to delivering ourselves.

How that quality is actually achieved is also important to us. That's why we choose partners that share our commitment to kindness and equality, responsibility and employee wellbeing.

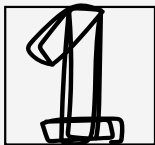




## 4. Environmental work



# 3 STEPS TOWARDS CARBON-SMART EVENTS AND EXPOS



## PLAN

Read the TAPAUS guide



## CALCULATE

Our carbon footprint  
calculator will show your  
footprint



## COMPENSATE

Compensate for your  
emissions with TAPAUS  
x 2-5





# Working for the climate

Our commitment to sustainability is reflected in everything we do: in our own work, in our client projects, and in our partnerships.

One of our biggest priorities is minimizing the impact our work has on the climate. We do that with research-based solutions, measurement, and the right partnerships.

We start by planning each event to leave as small of a carbon footprint as possible. To do that, we've put together a Guide to creating a carbon smart event, which you can read [right here](#).

But even when we make the best possible choices and decisions, every event leaves a footprint. The CO2 footprint of every Tapaus event can be calculated using our [CO2 calculator](#). The calculator is free for everyone to use.

Once an event's carbon footprint has been calculated, we offer clients the chance to offset emissions through our partner Compensate, a non-profit that's combating climate change through carbon capture. Compensate directs the funds collected to Gold Standard or VCS certified projects.

You can read more about the Compensate foundation and their projects [here](#).

# Following the EcoCompass

We joined EcoCompass in 2018 to have an external expert assess and develop our environmental work.

EcoCompass is an environmental management system designed for SMEs and events. The EcoCompass certificate demonstrates a commitment to continuously improving and complying with the 10 criteria of EcoCompass.

EcoCompass is based on both the respective Nordic environmental management systems and international standards on environmental management:

- Svensk Miljöbas
- Miljøfyrtårn/Eco-Lighthouse
- ISO 14001
- EMAS



## 5. Work environment



# Creating the job of your dreams

One of our strategic development projects over the next three years is “The job of your dreams”.

We want to be the best place to work for pros in our industry. A big part of that is making sure that our people are comfortable and really enjoy working here.

In 2021, we started using broad bi-annual surveys to measure wellbeing at work. We also use the monthly Employee Net Promoter Score (eNPS) survey to pinpoint areas where we can continue to improve.

We want Tapaus to be a place where people enjoy spending time together, so we nurture our employees and our culture. One way we've done that is by organizing Tapaus trips, which we've been able to take many years and where we have the time and space to get to know each other outside of the office.

And of course we also organize in-house events like summer off-sites, holiday parties and kickoffs, where we get to spend time together and test out new event concepts.



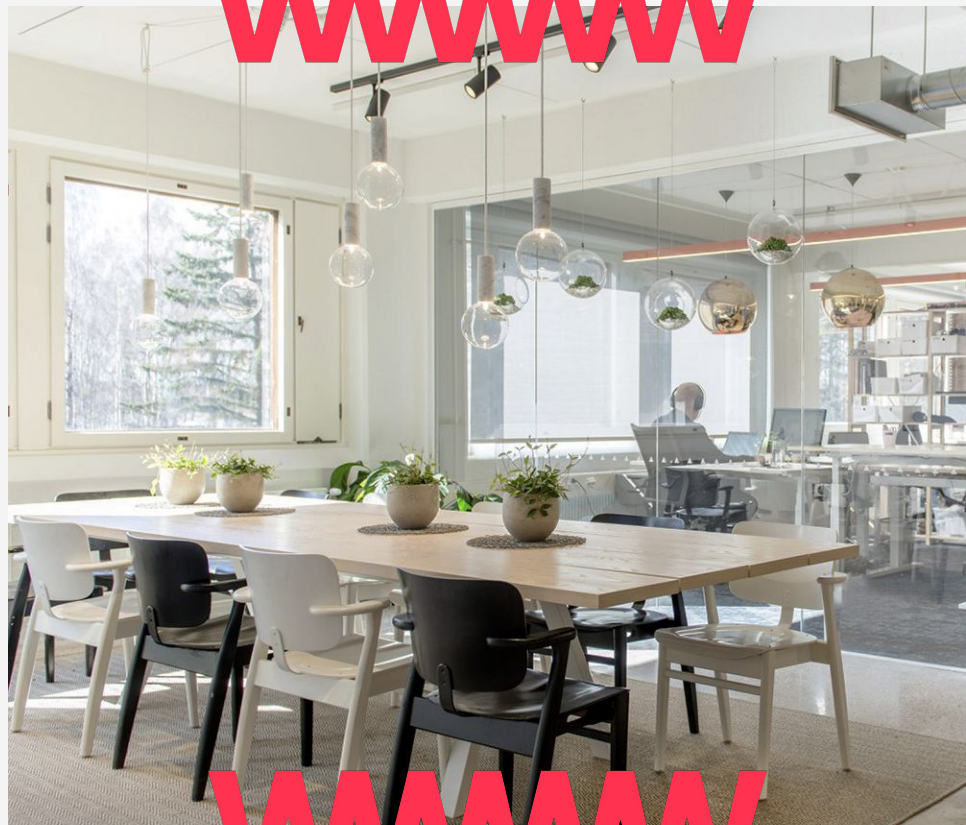
# Safety every day

## **Safety starts with you**

Each of our employees has an important role to play in making sure our work environment is safe and comfortable for all. And everyone has a responsibility to flag issues or needs if and when they arise.

We look out for each other and we actively try to prevent work-related accidents, illnesses and injuries.

Tapaus is a drug and alcohol free workplace. All of our employees know that we have zero tolerance for being under the influence of drugs or alcohol at work.



# Safety at events

Before every event, we make sure that any potential risks have been taken into consideration and that the necessary reports have been submitted to the right authorities. We always try to minimize any potential risk to our team, our suppliers, our clients and event guests.

We want people to feel safe attending our events, so we also do risk assessments and take precautions to prevent the spread of infectious diseases (like Covid-19) at all of our events.





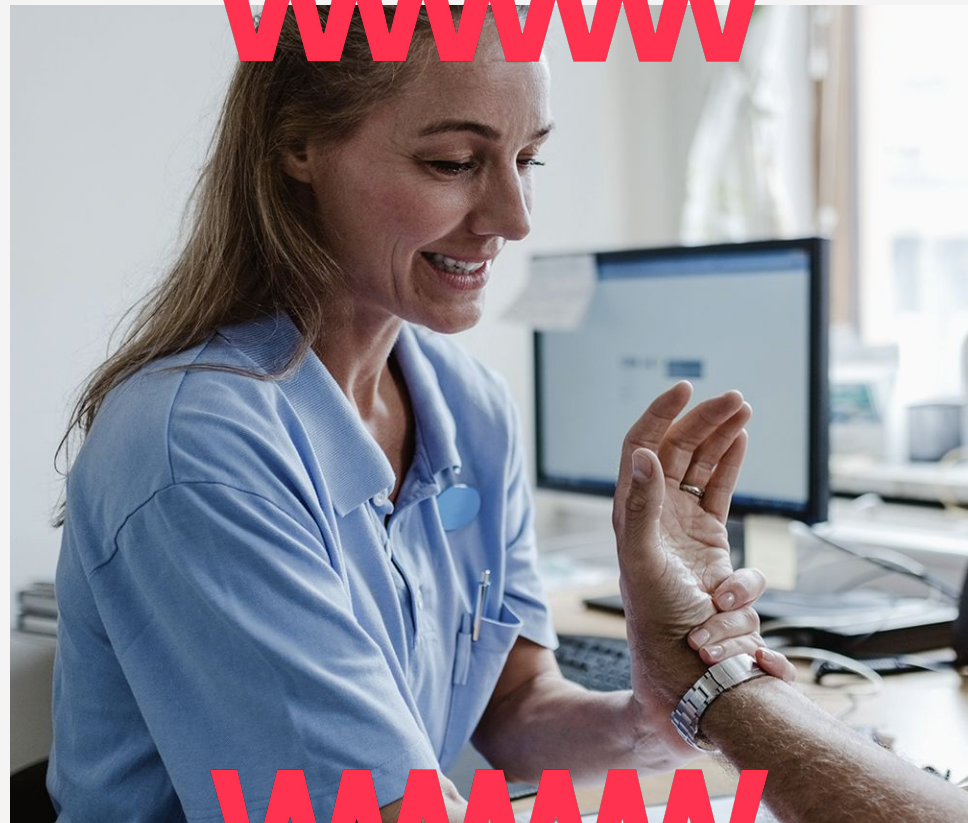
# Healthcare, medical services and insurance

Our statutory occupational insurance provider is the mutual pension insurance company Elo.

Our occupational healthcare provider is Heltti, where employees have access to general practitioner-level medical services. We use an early care model, where each employee's personal wellbeing is supported and treated as they need it.

In addition to treating medical issues when they happen, Heltti takes a proactive approach to physical and mental wellbeing, including stress assessments and personal stress management when needed.

After the probation period, all Tapaus employees get comprehensive leisure-time accident and health insurance and prescription drug coverage.



## 6. CSR

Corporate social responsibility (CSR) is an important part of our everyday work. We support a number of non-profits in a number of ways. For example:

For a number of years we've been part of Save the Children's holiday gift drive, where we've collected gifts for kids from low-income families.

We're part of the Chasing the Spor project, which is supporting the first Finnish national skateboarding team's olympic dream.

Tapaus also has its own blood donation group, set up by employees.

And we donate materials and supplies left over from our events to schools, kindergartens and local non-profits.





## 7. Anti-corruption strategy

**That headline might sound harsh, but anti-corruption is really about being honest and holding yourself accountable even when making small or innocent-feeling choices.**

It goes without saying that Tapaus doesn't engage in bribery of any form. That means every employee has to take responsibility for his or her own actions and make choices that are in the best interest of Tapaus and our clients. Decisions made at or on Tapaus's behalf should never be based on personal interests or preferences.

Employees are required to tell the management team if they accept a gift or something comparable to a gift valued at more than 50€.

For example our partners might invite an employee to participate in various events as their guest.

It's ok to accept invitations like this, as long as they don't lead to favoring one partner over another. Asking partners for personal favors or perks isn't allowed.

We do also sometimes nurture our customer and partner relationships outside of work. Entertaining clients is fine as long as it's done in moderation and limited to professionally inspiring experiences or gifts.

Gifts given to customers or partners shouldn't exceed 50€.

We create an agenda for every client event we produce, and expenses are always processed and repaid according to normal practices. In principle, entertaining on the company's behalf should always be agreed with your supervisor.

## 8. Tapaus Values

The values of the ACTION are a genuine common basis for staff because they are jointly defined. The values guide our actions, especially then, when we are uncertain about how to act in the moment should act.

The values are: We above me, Braver than yesterday, Passionate beyond reason and Always there.



# WE ABOVE ME

## **We before me**

**WE** is the most powerful word we know.  
**WE** is fairness for all, clients and suppliers too.

**WE** is an energy that shares the load, and the laughs. **We** is our commitment that we all succeed together.

# BRAVE

## **Braver than yesterday**

We always have the courage to innovate or try something new. But we own our decisions, and are always honest and straight talking. If we are true to ourselves we are true to everyone.

# PASSION BEYOND REASON

## **Unlimited passion**

We are driven by a passion for what we do. It makes us obsess over every little detail. It's why we love our clients too. We go to extraordinary lengths, because it's not 'just a job', we just can't help it.

# RELIABILITY

## **Always there**

Trust in our reliability is our foundation, built from thousands of small actions every day. There's a simple rule: do what you say you'll do. And whatever happens no one is ever alone.





## OUR BELIEF

We believe shared experiences create stronger relationships.

## OUR MISSION

is to create events that build stronger brands.







TAPAUS  
/LIWLIG®

Our promise:

WE TURN MOMENTS  
INTO MOMENTUM



**TAPPAUS**  
**/LIWLIG®**