

## Code of Ethics

The following guidelines, divided into 6 subject areas, describe the way avl interpreters llc (AVL) and its employees interact with customers and between themselves, with external service providers and with authorities. They are binding for all employees in terms of minimum standards. These standards apply in every respect to the interpreters, translators and partners (hereinafter also referred to as employees) engaged by AVL. They are based on the applicable legal system, standards and general principles of ethical and moral conduct. Even after termination of the collaboration, departing employees are still expected to behave in accordance with these guidelines, and all principles whose implementation is not rendered impossible or invalid by the termination of the collaboration remain binding.

### **Compliance with the legal system - *Compliance with laws and regulations applicable in Switzerland is assumed.***

All employees comply with the applicable legal system.

As an agency for language services and as a bridge-builder between people of different origins and mother tongues, AVL particularly emphasises compliance with the principle of non-discrimination and the equal treatment of people of all ethnic, cultural and religious backgrounds.

### **Providing excellent service - *AVL expects exemplary behaviour from every employee at all times.***

When providing services to a client, the employee always acts in an exemplary, reliable and respectful manner.

Appointments with clients or other employees must always be kept.

Openness and neutrality towards all customers are a prerequisite.

The employee is helpful, cooperative and solution-oriented, both during the processing of orders and on site at customer events.

### **Living in a spirit of camaraderie - *The adherence to values such as politeness, sense of responsibility, helpfulness, and collegiality form the basis of the cooperation.***

Mutual goodwill and trust are the basis for cooperation between all AVL employees.

All employees are expected to treat each other with respect and courtesy and maintain an open and honest style of communication.

Negative statements about other AVL employees, customers or partners will not be tolerated.

Feedback may be provided at any time to employees at all levels of the hierarchy in a constructive and solution-oriented manner.

Communication with each other is always respectful.

### **Ensuring confidentiality - *The level of discretion and confidentiality naturally expected of interpreters and translators applies equally to all employees.***

Confidential commercial, financial, technical or other data, as well as AVL's internal documents or those of its customers which are classified as confidential may not be distributed.

AVL's material or intellectual property or that of its customers may not be used in an unlawful manner.

Employees are obliged to comply strictly with all customers' Non-Disclosure Agreements (NDA) (if available and signed).

Even without an NDA, every order is treated confidentially, in accordance with professional ethics.

**Promoting entrepreneurial ideas and development - AVL supports every employee's entrepreneurial ideas and actions, as well as their personal development in the sense of lifelong learning.**

Every employee is committed to the successful completion of their tasks and is aware of their possibilities and responsibilities in this regard.

AVL expects a common aspiration to achieve the shared goal of maximized customer and employee satisfaction.

Recognizing that people, services and practices evolve and change, AVL's employees strive for personal development and lifelong learning.

All employees support each other with constructive feedback and suggestions for improvement.

Careful preparation of all tasks to be performed is a prerequisite.

Interpreters and translators continuously improve their language and knowledge transfer skills as well as their understanding of context and culture.

**Strengthening partnerships and preventing conflicts of interest - Situations that may lead to conflicts of interest to the detriment of AVL are to be avoided.**

External employees are loyal to AVL and act as partners. They do not carry out direct orders for AVL customers without AVL's consent.

Situations that would put an external employee in direct competition with AVL or lead to conflicts of interest to the detriment of AVL are to be avoided.

*Every employee is required to support AVL in actively enforcing these principles of conduct.*

*Employees are not only obliged to comply with these guidelines in their personal activities but should also support other employees in their compliance.*

*AVL will monitor proper compliance with these principles of conduct and would like to thank all employees for their excellent cooperation!*



Annette von Lerber  
Co-proprietor & Interpreter



Jean-Jacques Nyffenegger  
Co-proprietor & Interpreter



Nadja Wegmüller  
Managing Director



Dinah Rohrbasser  
Customer Service Manager



Silvia Alves  
Key Account Manager