

software **one**  
**code of**  
**conduct**

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# Content



# Message from the CEO

CEO Message ←

**Hi all,**

The cornerstone of SoftwareOne's success is, and always has been, our firm commitment to our core values. How we act and behave as a company, as teams, and as individuals is integral to maintaining the trust of our clients, partners, and stakeholders. They count on us to always uphold the highest standards of professionalism and integrity.

Our Code of Conduct reflects our identity. It is a guide for making business decisions, a resource for resolving potential conflicts, and above all, our commitment to do the right thing. This Code is not just a set of guidelines; it is the basis of who we are as a company.

If you have questions about our Code or feel that our core values are being compromised, please speak up. Whether it's through your leader, our Legal & Compliance team, anonymously through the [Integrity Line](#), or as a message to [compliance.global@softwareone.com](mailto:compliance.global@softwareone.com), do not hesitate to reach out to us.

Thank you for your unwavering dedication to SoftwareOne and for embodying our core values every day. It's through your efforts and commitment that we continue to grow and succeed. I am immensely inspired by our achievements and even more excited by what lies ahead.

Best regards,

Raphael Erb  
CEO, SoftwareOne



This Code of Conduct is designed to be your ultimate resource in enabling you to succeed in your role with integrity and commitment to doing the right thing. At SoftwareOne our core values are who we are. They shape the way we do business and influence how we treat each other and our third parties. Therefore, our Code of Conduct aligns with each of these values too.

## Integrity

We are consistent, honest and fair and always do what is right.

**We share our concerns**

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## Employee Satisfaction

Our greatest asset. We love and support our colleagues and operate without hierarchy.

**We are committed to you | We treat each other fairly**

**We stand for equal and fair compensation**

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## Passion

We strive for excellence, go the extra mile and have fun in what we do.

**We love what we do | We protect our intellectual property**

**We avoid conflicts**

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## Speed

Fast is better than slow but we will not compromise on quality.

**We strive for excellent customer experience in a timely manner**

**We stand against money-laundering | We do not tolerate corruption & bribery**

**We keep our information confidential**

## Customer Focus

We exceed expectations through great discipline and ensure a world class customer experience.

**We do our best in building strong customer relations**

**We accept and give gifts only if appropriate | We protect our data**

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## Discipline

In everything we do. We accept responsibility and deliver on all of our commitments.

**We are dedicated and determined | We respect our physical assets**

**We are accurate with our finances | We respect export controls**

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## Humble

We constantly look to improve and never forget the importance of our customers and colleagues.

**We take care of our environment | We communicate kindly | We respect market competition | We do not trade on inside information**

## Integrity

### We share our concerns

At SoftwareOne, if you see something, say something.

Integrity is at the heart of who we are. If you ever have any questions or doubts relating to integrity, our culture, or specific matters relating to our Code of Conduct, do not hesitate to reach out to your leader, People & Culture, or the Legal & Compliance team.

SoftwareOne upholds a stringent non-retaliation policy. This means that no reporter will face any form of reprisal, retribution, or adverse action for raising a good faith concern, making a report, or participating in any investigation. Instances of perceived or actual retaliation should be reported immediately to a line manager, the Compliance team, and People & Culture.

Integrity also means that we must act if the Code is being disrespected. Any violation or non-compliance with our Code of Conduct may result in disciplinary action and, depending on the severity of the offence, could lead to an employment contract being terminated.

 E-Mail: [compliance.global@softwareone.com](mailto:compliance.global@softwareone.com)

 Integrity Line: [softwareone.integrityline.org](https://softwareone.integrityline.org)



## Employee Satisfaction

### **We treat each other fairly**

Everyone deserves to be treated with respect and dignity at all times.

# Values

Values ←

Passion

Speed



Customer Focus

Discipline

Humble

## Additional Resources

[Conflict of Interest Policy](#)[Gifts & Entertainment Policy](#)[IT Acceptable Use Policy](#)[Anti-Corruption & Bribery Policy](#)[Integrity Line Reporting Policy](#)[Global Travel Policy](#)[Internal Regulations on Insider Trading](#)[Export Control Policy](#)[Data Protection and Privacy Policy](#)[External Reporting Policy](#)

## Usefull Links

[Global Policy Landscape](#)[Compliance SharePoint](#)[Global Legal & Compliance and ESG Hub on SharePoint](#)[Leader Resources](#)

## Contact Information

[Legal Org Chart](#)[Integrity Line](#)[Disclosure Tool](#)[compliance.global@softwareone.com](mailto:compliance.global@softwareone.com)

## Definitions

Public Official/State-owned entity employee	Any national, provincial, regional or local legislative, administrative, or judicial body, including any state funded organizations, such as schools, universities, healthcare facilities, police agencies, military entities, issuers of government permits, approvals or licenses, etc. Any state-owned enterprises (SOE) and/or state instrumentalities (an entity for which there is control by the government and the entity is performing a governmental function) or public (quasi-governmental) international organizations (such as the United Nations, International Monetary Fund, African Union, etc.).
Third Party	Any entity or individual not affiliated with SoftwareOne, including customers, partners, publishers, suppliers and vendors.
Bribe	Giving or offering to give, directly or indirectly, anything of value for the purpose of obtaining or retaining business, to secure an improper advantage of any kind, or otherwise to attempt to influence a decision regarding SoftwareOne.
Gifts & Invitations	Anything of value or any form of benefit, which includes, but is not limited to, cash, tangible items, offers, favorable terms or promises, entertainment or free tickets, use of SoftwareOne services or products and donations or sponsorships.
Material Non-Public Information	Non-public information that would be reasonably likely to affect an investor's decision to buy, sell, or hold the securities of a company.
Personal data	Any information that is directly or indirectly linked to an individual (e.g., name, identification number, location data, online identifier, etc.). Since it covers any type of information, and because there isn't a finite list of type of information that represent personal data, what matters is whether the data is linked to an identified or identifiable individual or whether the data itself can single out an individual.

# thank you

**Date of release:** 30/12/2024

**Version:** 7.00

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