

Code of Conduct and Ethics of Zuger Kantonalbank

(Translated from the approved German version)

Zuger Kantonalbank enjoys great trust and an excellent reputation. This Code of Conduct and Ethics serves to maintain and protect these values and sets high ethical and professional standards for Zuger Kantonalbank. These standards are binding for the Bank Council and all employees and also guide our actions.

Our ethical core values

INTEGRITY

- We respect the interests of our stakeholders and avoid conflicts of interest.
- We are honest and reject any form of bribery or corruption.
- We protect the good reputation of Zuger Kantonalbank.

RESPECT

- We treat all people with respect and fairness.
- We always act properly and sincerely.
- We uphold equal opportunities for everyone and oppose discrimination, excessive criticism and bullying.

CULTURE

- We foster a culture of mutual trust and appreciation on an equal footing.
- We create an environment that encourages motivation, joy, and participation.
- This makes us a trustworthy and reliable partner for our clients and all stakeholders.

SUSTAINABILITY

- We prioritise the sustainable, successful development of the bank over short-term profits.
- We take responsibility for our society and environment.
- We think and act in a modern, future-oriented manner.

Our professional standards

COMPLIANCE

- We adhere to laws, rules, and regulations.

CORPORATE GOVERNANCE

- We comply with corporate governance requirements and maintain checks and balances.
- We define competencies, responsibilities, and accountabilities clearly, understandably, unambiguously and transparently.

CLIENT ORIENTATION

- Our clients are at the centre of our daily actions and efforts.
- We are a reliable and dependable partner at all times.
- We honour agreements, commitments, and promises.

ENTREPRENEURSHIP

- We think and act like owners.
- We promote creativity, innovation, and suggestions for improvement.

PROFESSIONALISM

- We adhere to applicable professional standards.
- We take responsibility to ensure that our expertise is always up to date.
- We make decisions quickly, in a considered and understandable manner.

RISK AWARENESS

- Our business activities are based on disciplined and cautious risk management.
- We weigh up opportunities and risks responsibly.

DATA

- We handle data responsibly.
- We uphold personal rights and integrity in the processing, storage and security of data at all times.
- We ensure a high level of data protection.

Zug, January 2023