

An Effective Code of Conduct: What "doing the right thing" looks like

Introduction

At the heart of a company's reputation are its employees. Each acts as an ambassador for their employer, shaping the relationships with customers, suppliers and other business partners, and in doing so ultimately influencing the company's stock price. Your Code of Conduct – the backbone of your compliance program – is an opportunity to communicate your company's ethical compass, inspire employees to lean in, and contribute to good decision-making. Beyond its internal purpose, your Code of Conduct is a useful tool for investors, potential business partners, government agencies and other stakeholders to take a look *into* your company culture to learn more about how you promote values, ethical behaviors and operate with purpose (indeed, many of the Codes of Conduct we reviewed are hosted on IR webpages and cross-referenced from other internal and external company webpages).



Conviction, ownership and the "tone from the top" with content that is purpose-driven and speaks to the organization's values

A MESSAGE

Unilever's reputation for doing business with integrity and with respect for all those with whom it interacts goes back to the ver origins of the company. Indeed businesses that formed Unit re among the most end

CODE OF BUSIN PRINCIPLES AN CODE POLICIES



Meaningful and focused content with practical and relevant instructions that avoids boilerplate language and is aligned with the business PEOPLE SHOULD BE TREATED WITH HONESTY AND FAIRNESS. UNILEVE EMPLOYEES CELEBRATE THE DIV PEOPLE. AND RESPECT PEOPLE FAND WHAT THEY BRING

WORKING F





So how does your Code of Conduct look and read? Does it feel like a document that reflects your company's culture? Is it drafted in a way that is straightforward, relatable and easily consulted as questions arise? Or, are you "ticking the box" with a Code of Conduct that reads like an employment formality which is quickly forgotten?? To be relevant and influential (and, accordingly, support your compliance program), your Code of Conduct needs to be structured and presented in a way that makes it effective.

So what does a good and effective Code of Conduct look like? Over the following pages, we look at the best examples from our sample through the following lenses:



The following pages highlight worldwide best practices from a selection of Codes of Conduct published by some of the world's largest corporations. The information within guides the behavior of their employees, while offering current and potential investors a look into their corporate culture.



SCOPE

We reviewed 90 Codes of Conduct prepared by corporations domiciled in the world's top 5 economies:

United States

- Walmart
- ExxonMobil
- Apple
- Berkshire Hathaway
 Phillips66
- McKesson
- United Healthcare
- CVS Health
- Ford Motor
- AT&T
- GE
- AmerisourceBergen Target
- Verizon
- Chevron
- Costco
- Fannie May
- Kroger
- Amazon
- Walgreens
- HP Inc.
- Express Scripts
- J.P. Morgan Chase
- Boeing
- Microsoft
- Bank of America

- Wells Fargo
- Home Depot
- Citigroup
- IBM
- Valero
 - Anthem
- General Motors
 Procter & Gamble
 - State Farm
 - Alphabet
 - Comcast

 - Johnson & Johnson
 - Metlife
 - Archer Daniels Midland
 - Marathon
 - Freddie Mac
 - United Technologies
 - Aetna
 - Lowes
 - UPS
 - AIG
 - Prudential

United Kingdom

- Royal Dutch Shell
- BP
- HSBC
- Tesco
- Prudential
- Vodafone
- Unilever
- Barclays
- Lloyds
- SSE

www.argyle.company

Germany

- Volkswagen
- Bayer
- Daimler
- BASF
- Siemens
- SiemensSAP
- SAF
- Deutsche Telekom
- BMW
- Allianz
- Henkel

China

- Industrial and Commercial Bank of China
- China Construction Bank
- Agricultural Bank of China
- Bank of China
- Ping An Insurance Group
- China Mobile
- China Petroleum & Chemical Corporation
- Bank of Communications
- China Merchants Bank
- China Life Insurance

Japan

- Toyota Motor
- Mitsubishi Financial
- Sumitomo
- Nippon Telegraph
- Honda
- Softbank
- Mizuho Financial
- Nissan Motor
- Mitsubishi Corporation
- Hitachi

Conviction, Ownership and the "Tone from the Top"

In our view, the most effective Codes of Conduct speak to each corporation's values and how they are upheld – sometimes in different ways – through the behaviors of management and employees. Codes that align purpose, values and ethical standards create a compelling message.

Each member of German automobile manufacturer **Daimler's** Supervisory Board signs a letter at the beginning of the company's Integrity Code, creating a sense of shared responsibility. The Code gives a voice to employees throughout the world who share what integrity means to them in quotes presented throughout the document.



British financial firm **Lloyds'** Code of Responsibility highlights the Board's commitment to collective responsibility through a quote from the company's non-executive director and Chair of the Responsible Business Committee.

LEARN MORE

Daimler Integrity Code

https://www.daimler.com/documents/ sustainability/integrity/daimler-integritycode.pdf

Lloyds Code of Responsibility

http://www.lloydsbankinggroup.com/globalassets/ documents/our-group/responsibility/policies-andcodes/code_of_personal_responsibility.pdf **CVS Health's** President and CEO Larry Merlo communicates the shared responsibility for the company's reputation in a letter to all employees which is presented on the first page of the company's Code of Conduct.



TO:	All CVS Health Colleagues				
FROM:	Larry Merlo, President and CEO				
RE:	CVS Health Code of Conduct				
stakeholde level of intr is a valuab future, we	ears CVS Health has built an outstanding reputation with our customers, colleagues and key rs. Our reputation for superior customer service and excellence in secoulder, coupled with our by registry and sourch business practices have being due to laid at a side foundation of trust. This foundation remain talendation in our commitment to dering the right heigh in the right way, compring with laws to say and remain talendation and the right heigh in the right way, compring with laws to make an end our commitment to dering the right heigh in the right way, compring with laws to the remain talendation of the right height height in the right way, compring with laws to the right way comprised to the right height h				
of Conduct looking for	about your day-to-day work and deal with challenging issues, I encourage you to refer to our Codd I. The Code of Conduct was designed to help establish appropriate "rules of the road" for colleagu: the right solutions to ethical questions or issues and in obtaining additional guidance when the h is not clear.				
with integr not a subs precedent,	er decisions and adones shape our republicition at CVS feasible. That is any way emant all commit to by submit meeting our reproductibilities. The Code is an encodent goald to cointy the pertitining, but in data for goad juggment, nor can it address enery since. So where there is no written rule or decisions need to be considered with our company's Purpose. Strategy and values which represent principles as an organization. In doing so we will continue to eart the trust that our stakeholders of us or.				
Thank you	for all your hard work and continued dedication to our company and its long-term success.				
Sincerely,	o line and a second sec				
CVS 🕫	vracy central / invite sine / specially Ethics Line 1-877-CVS-2040 + Ethics BusinessConduct@cvs.com				

Microsoft's Standards of Business Conduct are presented as a concise website which is introduced by a personal and sincere letter from the company's CEO, Satya Nadella.



LEARN MORE

CVS Health Code of Conduct

https://cvshealth.com/sites/default/files/CVS_ Health_Code_of_Conduct_1.pdf

Microsoft Standards of Business Conduct https://www.microsoft.com/en-us/legal/

compliance/buscond/default.aspx

07





Anthem's Standards of Ethical Business Conduct outlines managers' responsibilities, encouraging them to serve as role models and lead by example.

nd behaviours are n of our Code

In a similar manner, **BP's** Code of Conduct highlights employees responsibilities, and the additional responsibilities of the company's managers.

LEARN MORE

Anthem Standards of Ethical Business Conduct

http://anthem.cmpsystem.com/file.php/1/public/ SOEBC.pdf

BP Code of Conduct

http://www.bp.com/content/dam/bp/pdf/about-bp/ code-of-conduct/bp-code-of-conduct-english.pdf

Tesco PLC presents a reader-friendly Code of Business Conduct which explains how "colleagues" and "people managers" should use the document.

Japan's **Hitachi Corporation** emphasizes the responsibilities of "Top Management" in its concise Global Code of Conduct, which is presented on a dedicated minisite.

HOW TO USE OUR CODE OF BUSINESS CONDUCT



LEARN MORE

ar in

Tesco Code of Business Conduct

https://www.tescoplc.com/assets/files/cms/ Code_of_business_conduct_2015.pdf Hitachi Group Code of Conduct http://www.hitachi.com/corporate/about/

conduct/index.html



Chevron's Business Conduct and Ethics Code presents a clear overview of roles and responsibilities – including the obligation to "speak up" in case of an ethics violation.





Procter & Gamble begins its Worldwide Business Conduct Manual with a crisp presentation of the company's Purpose, and goes on to tie values and principles back to that core purpose throughout the manual.

In a similar manner, Anglo-Chinese financial firm **HSBC** presents "Why what we do matters" at the beginning of its Charter.



LEARN MORE

Chevron Business Conduct and Ethics Code

https://www.chevron.com/-/media/chevron/shared/ documents/chevronbusinessconductethicscode.pdf

HSBC Charter

http://www.hsbc.com/our-approach/our-values/ our-charter

Procter & Gamble Worldwide Business Conduct Manual

http://us.pg.com/en-us/-/media/PGCOMUS/ Documents/PDF/Who_We_Are/World%20 Business%20Conduct%20Manual/Policy_ Worldwide_Business_Conduct_Manual%20pdf. pdf?la=en-US&v=1-201611181810 **McKesson's** Code of Conduct presents its "iCare" core values that form the cornerstone of the company's corporate culture and are presented consistently across the company's reporting and website.



CARE Guides US Verything we do at McCroson is driven years of sark McCroson is driven years of the maximum of t							
	INTEGRITY We do whar's right. Integrity is the impartial and honesst standard by which we make decisions and take actions, large and small, every day. In our business, integrity is a mandatory standard.	CUSTOMER-FIRST We build our success on customer success. We put our customers first, no matter what job we hold, where we're loazed, or whethere we work alone or as part of a whether we work alone or as part of a mether work alone or as part of a potentially anyone internal or external to whom we have a responsibility to help succeed.	ACCOUNTABILITY We take personal responsibility. We drive results (vermas just actions) with an emphasis on quality, safety, and accuracy, and hold ourselves hold ourselves accourtable for results that are on-time and within budgets.	RESPECT We treat people with dightly and respect. We are diverse as both people and professionals, and professionals, and professionals, and on our mutual trust on our mutual trust due samowit. Diversity builds strength in our team to contribute to our highest capabilities.	EXCELLENCE We insist on the best. We consistently strive to innovate and escente, figrorously measuring our progress and celebrating successes. Excellence creates a sense of pride for us individually and as a company.		

by IC fo: ge Va Mi US OU

Wells Fargo's recently updated Code of Ethics speaks frankly to "...rebuild trust and restore pride in our company and mission", and places employees at the heart of that mission.



LEARN MORE

McKesson Code of Conduct

http://www.mckesson.com/uploadedfiles/ mckessoncom/content/investors/corporate_ governance/mckesson_code_of_conduct.pdf

Wells Fargo Code of Ethics & Business Conduct

https://www08.wellsfargomedia.com/assets/pdf/ about/corporate/code-of-ethics.pdf







PepsiCo's Global Code of Conduct makes it personal. In a dedicated section titled, "Your Personal Responsibilities", clear ownership for acting with integrity and inspiring trust is assigned to each of the company's employees.





UPS's code of Business Conduct is distributed to employees who sign and "own" their copy.

LEARN MORE

PepsiCo Global Code of Conduct https://www.pepsico.com/Assets/Download/ CodeOfConduct/English_GCOC_2014.pdf UPS Code of Business Conduct https://www.ups.com/media/en/code_bus_ conduct.pdf

An Inspired User Experience

The best Codes of Conduct present strong visuals that align with corporate branding to create a document that feels more like a communications tool than a legal exercise. In the most engaging documents, visual signposts, flowcharts and graphics are used to further reader understanding.

Beyond design, the most memorable Codes of Conduct speak in a clear and accessible tone of voice using straightforward language.

HP Inc. presents a visually compelling Ethics minisite within the "Sustainability" section of its corporate website, and begins with the statement that, "99.97% of active employees, including every senior executive, completed a one-hour Standards of Business Conduct training course in 2015."



LEARN MORE

HP Inc. Corporate Ethics

http://www8.hp.com/us/en/hp-information/global-citizenship/governance/ethics.html





J. P. Morgan Chase's Code of Conduct is a thoughtfully presented PDF divided into sections, with interactive navigation cues to make the document easier to review.

Contents 20 30 40 50 Report Glossary Last Page Viewed (1 + Back | Next +

Vodafone's Code of Conduct is animated by photography of the company's employees "owning" principles from the Code.



LEARN MORE

JP Morgan Chase Code of Conduct

https://www.jpmorganchase.com/corporate/ About-JPMC/document/code-of-conduct.pdf

Vodafone Code of Conduct https://www.vodafone.com/content/dam/ sustainability/pdfs/vodafone_code_of_ conduct_2012.pdf

Johnson & Johnson's Code of Business Conduct is well presented, using frequent visuals for a pleasing reader experience and to highlight the most important topics.

Our values and behaviours are the foundation of our Code

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Design and the company

BP uses clean design, uncluttered text and bright corporate colors to help readers navigate through its Code.

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Johnson & Johnson Code of Business Conduct

https://www.jnj.com/_document?id=00000159-69fe-dba3-afdb-79ffcdd60000

BP Code of Conduct

http://www.bp.com/content/dam/bp/pdf/about-bp/ code-of-conduct/bp-code-of-conduct-english.pdf





Is there room for personality in a legal document? Alphabet's **Google** certainly thinks so, as it presents itself as a "dog" company and expresses concern for stressed-out cats in its (online) Code of Conduct:

Alphabet

Conduct

Investor Relations Google Code of

5. Dog Policy

Google's affection for our canine friends is an integral facet of our corporate culture. We like cats, but we're a dog company, so as a general rule we feel cats visiting our offices would be fairly stressed out. For more on this, see our Dog Policy.

LEARN MORE

Target Business Conduct Guide

https://corporate.target.com/_media/TargetCorp/ csr/pdf/business-conduct-guide-2016.pdf

Tesco Code of Business Conduct

https://www.tescoplc.com/assets/files/cms/Code_ of_business_conduct_2015.pdf

Google Code of Conduct

https://abc.xyz/investor/other/google-code-ofconduct.html

Meaningful Content

The best Codes take a "less is more" approach, prioritizing content most relevant to the business. Applicable laws, regulations and policies – often complex and intimidating – are presented in easy-to-understand terms and as they relate to situations arising in the ordinary course of business. These Codes require that employees at all levels are expected to act with integrity, personal responsibility and common sense.





Johnson & Johnson's Code of Business Conduct is particularly well put together with a prominent "credo" that that is consistent with the distinct brand. Beyond outlining employee responsibilities, J&J's Code also highlights the company's reciprocal responsibilities to its employees.

LEARN MORE

Cardinal Health Standards of Business Conduct

http://www.cardinalhealth.com/content/dam/ corp/web/documents/fact-sheet/Cardinal%20 Health-SBC_English_2013.pdf Johnson & Johnson Code of Business Conduct https://www.jnj.com/_document?id=00000159-69fe-dba3-afdb-79ffcdd60000





RESPECTING PEOPLE

PEOPLE SHOULD BE TREATED WITH DIGNITY. HONESTY AND FAIRNESS, UNILEVER AND ITS EMPLOYEES CELEBRATE THE DIVERSITY OF PEOPLE. AND RESPECT PEOPLE FOR WHO THEY ARE AND WHAT THEY BRING, UNILEVER WANTS TO FOSTER WORKING ENVIRONMENTS THAT ARE FAIR AND SAFE, WHERE RIGHTS ARE RESPECTED AND EVERYONE CAN ACHIEVE THEIR FULL POTENTIAL.

IN THIS SECTION: Or copellional Health & Saluty Respect, Dopinty & Car recomment Anglo-Dutch **Unilever's** Code of Business Principles and Code Policies presents a section to highlight how people should behave towards one another to achieve their fullest potential.

Our Commitments

Managing an individual's personal information respectfully, responsibly and in accordance with all applicable laws builds trust individual-by-individual, serves our business objective and fosters enduring relationships with our stakeholders.

s of your job

Protect Personal Information

Protecting personal information is critical enterprise:

 Personal Information is a based term that may include Social Secrity Nouthers or entitiar annual identification numbers, dates of birth, financial and medical information and other information that identifies or relates to a particular individual. Unitude-Halth Group Reality particular information from or about individualit (such a health plan members, customen employees or office persons whose information is provided to or include by United Health (such a base).

 We are trusted and required to reasonably and appropriately safeguard personal information and to use or disclos such information only as authorized by the individual or in complexity and perior his user.

Protect Privacy, Ensure Security

 Understand the rules regarding personal information. Recognize that part of your dry-locally responsibilities may include access to and use of consensite personal information and that the use of edicouse of such information is governed by laws, regulations, customer contracts or company policies. If you are unues how to appropriately handle such information, ask one of the Resources listed in this section.

compassion



United Health's Code of Conduct speaks to managing the company's customers respectfully, responsibly and with compassion.

LEARN MORE

Unilever Code of Business Principles and Code Policies

https://www.unilever.com/Images/4394-cobpcode-policies-booklet-external.v12_tcm244-480270_en.pdf

United Health Code of Conduct

https://www.marchvisioncare.com/docs/UNH-Code-of-Conduct.pdf



The Home Depot's Business Code of Conduct and Ethics also addresses employees' responsibilities to shareholders, with a discussion of Insider Trading.



Walgreens Boots Alliance provides details in its Code of Business Conduct on how employees ensure that the company maintains the trust of investors by keeping honest, accurate financial reporting in compliance with the law and company policy.





LEARN MORE

Walgreens Code of Business Conduct

http://files.shareholder.com/downloads/ wag/686743208x0x145604/14561bf9-f748-4a6ea9ea-ba2489876aed/ethics.pdf

The Home Depot Business Code of Conduct and Ethics

http://ir.homedepot.com/~/media/Files/H/ HomeDepot-IR/documents/governancedocuments/business-code-of-conduct-andethics.pdf





SSE, a British energy provider, uses its Guide to Ethical Business Conduct to explain the link between having a long-term sustainable business and their influence as "a social, economic and environmental force for good".

WITIES IN THE COMPANY

In a similar manner, Japan's **Toyota Motors** Code of Conduct is as much an ethical guide for the company as for its employees, with a presentation of Guiding Principles, and how the company seeks to meet them (contribution to society, philanthropy...).

LEARN MORE

SSE A Guide to Ethical Business Conduct http://sse.com/media/454977/Doing-the-rightthing_FINAL_Web.pdf

Toyota Code of Conduct

http://www.toyota-global.com/pages/contents/ company/vision_philosophy/pdf/code_of_ conduct.pdf

An Impactful Call to Ethical Behaviors... and Reporting When Necessary

The most effective Codes of Conduct bring reality to hypothetical circumstances, and provide a framework for decision-making that is practical and relevant to day-to-day business activities.

General Motors' Code of Conduct presents readerfriendly icons and a "decision-making model" to be adopted by employees facing an ethical dilemma.



In the same vein, **Freddie Mac's** Code of Conduct and **J.P. Morgan Chase's** Code of Conduct each present an ethical "Decision Tree".

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General Motors Code of Conduct

https://www.gm.com/content/dam/gm/en_us/ english/Group4/InvestorsPDFDocuments/WWI.pdf

J.P. Morgan Chase Code of Conduct

https://www.jpmorganchase.com/corporate/ About-JPMC/document/code-of-conduct.pdf

Freddie Mac Code of Conduct

http://www.freddiemac.com/governance/pdf/ code_of_conduct_employees.pdf



In "The Barclays Way" the British finance group presents an at-a-glance framework of behaviors which sets the stage for the broader discussion.





The Barclays Way...



Bank of America uses crisp design to communicate their Code of Conduct, and presents a clear dashboard of where to take concerns or questions.

barclayspublic/docs/Citizenship/Policy-Positions/ FinalThebarclaysWay_Cropped_July%202016.pdf

Bank of America Code of Conduct investor.bankofamerica.com/phoenix.

zhtml?c=71595&p=irol-govconduct

Prudential's Code of Conduct presents a clear "Making the Right Choices" roadmap of what is right and wrong.

> Boeing's Ethical Business Conduct Guidelines and Target's Business Conduct Guide provide a clear process by which concerns are documented from reporting to outcome.



Prudential Code of Conduct

https://www.prudential.com/media/managed/ COC-MakingTheRightChoices.pdf

Where to Go for Help

Target Business Conduct Guide

https://corporate.target.com/_media/TargetCorp/ csr/pdf/business-conduct-guide-2016.pdf

Boeing Ethical Business Conduct Guidelines

http://www.boeing.com/resources/boeingdotcom/ principles/ethics_and_compliance/pdf/ethical_ business_conduct_guidelines.pdf



About Argyle

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Argyle Company 401 Park Avenue South, 8th Floor New York, NY 10016 (201) 793 5400