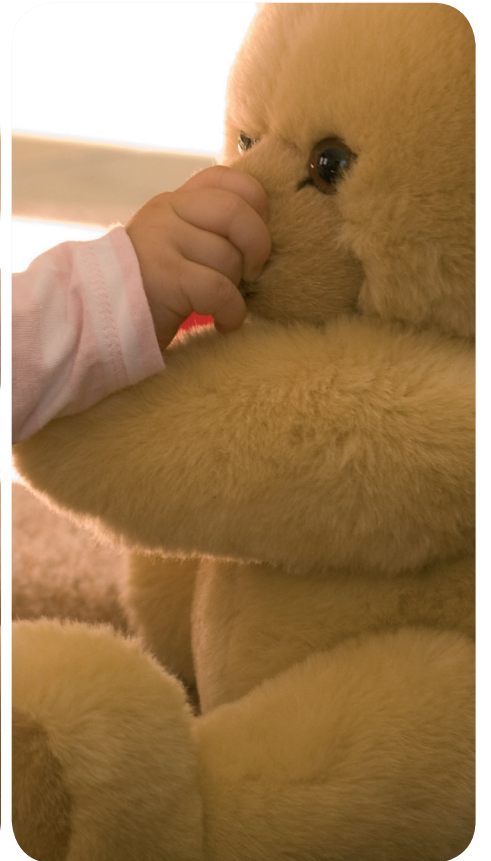




[mambaby.com](https://mambaby.com)



# MAM Code of Conduct

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# Introduction



Nearly 600 MAM employees around the world work together to develop exclusive baby products. The MAM code of conduct governs the interaction between employees just like business and customer relationships. It is the foundation for legal and ethical conduct on the job.

The MAM code of conduct is based on our corporate philosophy, the law and on the ten principles of the United Nations Global Compact. It applies to all MAM employees across all areas of business at all of our locations. MAM accepts responsibility for people and our environment. We expect the same from our suppliers and business partners.

## **The MAM Code of Conduct protects**

Employees acting on the basis of the MAM code of conduct are working in the spirit of MAM. They preserve its good reputation, contribute to a pleasant working environment and protect themselves from legal and ethical violations.

MAM makes this code of conduct available for all employees, suppliers and business partners in the spirit of fairness.

# Foreword



When I first started thinking about pacifiers, I did not yet have children of my own. As a plastics engineer, my interest in baby products was purely professional. In 1970s Vienna, they were anything but attractive. I wanted to change that. To offer the best for babies, I engaged pediatricians and designers and together we developed the first MAM pacifier. The latest from medicine and technology and visually attractive. We brought it to market in 1976.



My own children were also born during this time. Today they are both grown, and besides pacifiers, the MAM product range now includes bottles, cups, teethers, dental care products and breast-feeding accessories. Our baby products are sold in 61 countries on all five continents. Behind every MAM product stands a network of renowned physicians, scientists, developmental psychologists, midwives and experienced parents. With top designers and technical experts, we develop unique products that meet the highest standards.

MAM has grown into a global group of companies, with its marketing & design center in Vienna. Our values haven't changed: Work together to develop the highest quality and exclusive design – for the most important people in the world – for babies from 0 to 3 years old. This is the philosophy of MAM. From this foundation, we have developed a code of conduct that applies to all of our employees across all areas of business in all of our locations. These are the guidelines of our corporate culture. Together, we bring them to life – in the spirit of fairness.

Peter Röhrig  
Founder, MAM Babyartikel GmbH



# Achieve something big together – The MAM spirit of fairness



Our employees are the cornerstone of our success. Their needs are important to us. They can count on that. We are counting on them individually and together for the continued development of MAM, for a successful business and excellent customer relations.

MAM is a family-run company. We value cooperation, face to face discussions and respectful dealings with one another. Fairness with each other also means being on time and prepared for meetings and turning off mobile phones. Fairness is the key to our success: Together, we want to ensure that the MAM brand continues to delight babies around the world.

## **MAM employees are team players**

Together for the MAM brand: MAM employees work both independently and in teams. They enjoy their freedom and respect their obligations and the needs of others. MAM employees treat each other with respect. They value the strengths of their colleagues and know that they can rely on each other. Because unique products can only come from working together.

## **Health and safety**

Our employees are our greatest asset. We want to protect their health. Therefore, all MAM locations observe strict health and safety regulations.

## **Promote development**

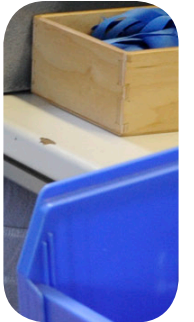
Our employees have potential. We provide an atmosphere in which they can develop. MAM employees know that they have the room to be creative and that they can count on guidance from their management. Individually, we support them with training and continuing education. In our company, career advancement is possible.

## **A nice place to work**

MAM employees should feel good at work. Bright offices and attractively designed workspaces add to this along with modern technical equipment. We do expect all of our employees to treat the furniture and equipment with care. They are all part of the company property and to be protected in any case.

## **Successful together**

Cooperation has made MAM successful. We believe that we can achieve great things only by





working together. Every individual contributes to the success of MAM. We promote harmony. Special events strengthen this and support interdepartmental exchange.

### **Compensation and working hours**

MAM offers fair and market-based compensation worldwide. We respect the right to adequate compensation for all employees as well as the applicable regulations concerning working hours worldwide.

### **No child labor**

MAM ensures that child labor is not used at any of our company locations. Unless local laws stipulate a higher age limit, MAM does not employ persons of school age or under the age of 15 (subject to the exceptions of ILO Convention 138). MAM requires the same from all of its suppliers and business partners.

As defined by the UNO Convention on children's rights, a child is any person below the age of 18. Children may not be employed for hazardous work or work that does not comply with childhood development. This includes health and physical,

mental, spiritual, moral and social development. For any MAM employees younger than 18, their well-being comes before all business interests.

### **No forced labor**

MAM opposes all forms of forced labor. We do not work with suppliers and business partners who use forced labor.

### **Freedom of association**

MAM respects the democratic rights of all employees both inside and outside the company.





# Our principles. How we work at MAM:



MAM is a reliable company – competent and flexible. The relationships with our customers are long-term and trusting. They are based on mutual respect, loyalty and service.

## **Respect for the law**

MAM obeys the law both at home and in all of the countries it does business in. The same is expected of MAM business partners and suppliers. If the laws are less strict than the MAM code of conduct then MAM business rules apply.

## **Product safety**

MAM products meet the highest standards of quality and safety. This is why customers can trust MAM. Our materials and workmanship ensure that babies can relax and parents sleep soundly.

## **Labor and human rights**

As a globally active company, MAM observes and supports the protection of international human rights in all its areas of influence. We ensure that none of our employees are involved in any form of human rights abuse.

## **No discrimination**

MAM does not tolerate discrimination of any kind. We respect the dignity and privacy of all people regardless of their gender, age, physical condition, their nationality, ethnic background, religious beliefs, political views, sexual orientations and their social status. Employees who feel discriminated against are encouraged to speak with the human resources department or the management.

## **Environmental protection**

MAM helps to protect the environment for future generations. We employ environmentally friendly practices which we continuously improve at all of our locations. MAM meets all requirements and standards for environmental protection that affect its operations. We deal responsibly with natural resources. We require the same from our suppliers and business partners.

## **Dealing with authorities and political institutions**

Our employees use proper, legal conduct when dealing with authorities. MAM is politically neutral and does not allow itself be co-opted by political parties or associations. All communications with



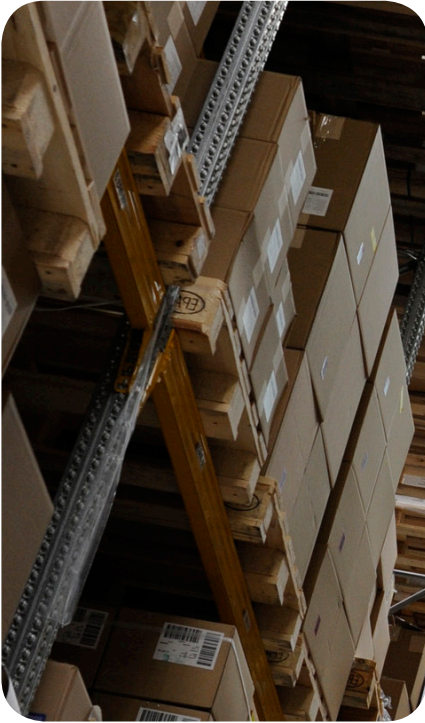
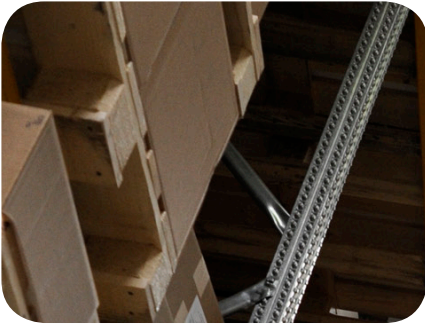


political representatives are conducted by management.

### **Confidential information**

We protect confidential information about MAM the same as for colleagues, business partners and customers. We manage and process information confidentially and in accordance with all applicable laws.





# Our guidelines.

## How we deal with difficult situations:

### **Conflicts of interest**

All MAM employees avoid situations in which personal and/or financial interests could jeopardize their loyalty to MAM. Should there be a conflict of interest, or dealings which could lead to a conflict of interest, the employee concerned must bring this to the attention of management. They can release the employee from the decision or task causing the conflict.

### **Business with friends and family**

The MAM code of conduct governs business and customer relationships. When it comes to business matters, friends and family members are also to be dealt with according to the code of conduct. Should a conflict of interest arise regarding business with friends or family members, it shall be reported to management.

### **Second jobs and other business activities**

We make our technical, human and material resources and our knowledge available to all of our employees. We expect that these – from Internet access of information to customer contacts – will be used exclusively for MAM. Side jobs and other business activities are not permitted during work-

ing hours. They may be allowed during free time only in consultation with management.

### **Gifts and business entertainment**

Business lunches, dinners and small personal gifts (i.e., for Christmas) are a part of our everyday work routine at MAM. All employees may accept invitations and small gifts so long as they do not unduly affect their business decisions. Anything that could be considered bribery or cause a conflict of interest must be reported to management. MAM employees may offer invitations to business meals in agreement with their supervisor. The same applies to small donations and gifts.

### **Combating corruption**

MAM rejects corruption and bribery in accordance with the applicable UN Convention (2005). We promote transparency, acting with integrity, responsible leadership and accountability in the company.

# Impressum



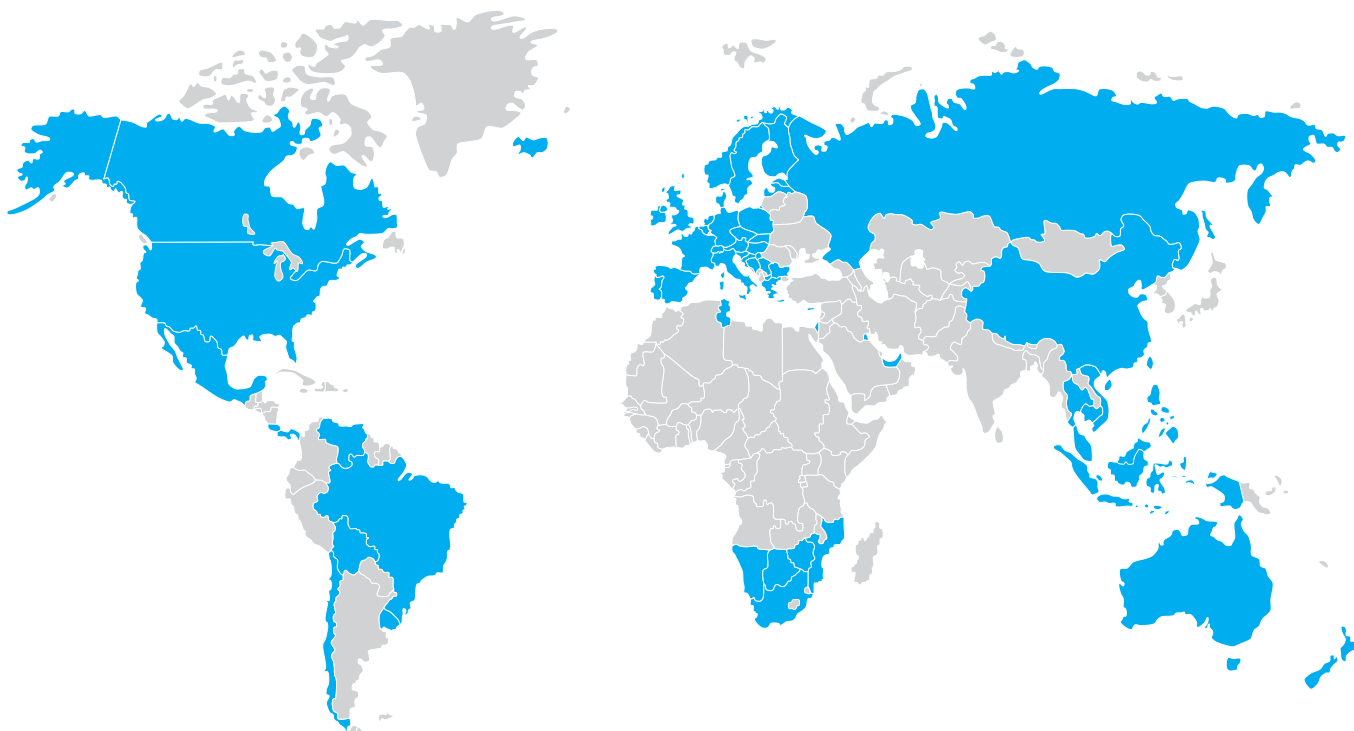
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