



# Code of Conduct



**SUCCESSFUL**  
SOLUTIONS

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## FOREWORD

Dear stakeholders,

The PMS Group are the experts when it comes to advanced partial and all-round solutions in electrical and automation engineering, customer service and installation and help industry customers meet specific requirements and deliver projects both in Austria and abroad.

As a reliable partner, we feel a sense of responsibility when dealing with our customers, suppliers, employees and other business partners. Our values are the foundation of our corporate culture and our work, and they guide our actions and conduct worldwide. This Code of Conduct contains our principles, which we put into practice every day, and serves as the basis for the ethical and legally compliant conduct we expect from all our employees.

PMS owner: Franz Grünwald

Not only is it essential for the success of our company that our employees think and act responsibly: it also makes a positive contribution to society and the environment and promotes sustainable business practices. By sticking to our values and moral principles, and through the example set by each individual, we keep our promises and enjoy the trust of our stakeholders.

This Code of Conduct reflects how we see ourselves and will guide us as we continue to grow in future.

*Alfred Krobath and Franz Grünwald*  
Owners

\* In this text, every effort has been made to use gender-neutral language. If gender-specific terms are used at any point, they refer to both genders.

“STORIES HELP CHILDREN SLEEP  
BUT ALSO AWAKEN ADULTS.”

Jorge Bucay

Mission statement, Vision,  
in the form of a story

Who we are, where  
we come from...

What we do, who  
we work with and for...

Where we work...

What we want, what we achieve...  
(Aspiration, values, people,  
social image, philosophy...)

## ONCE UPON A TIME...

2005 in St. Stefan, in the Lavanttal valley in Carinthia.

*There's a moral to our story, which is like a magical fairy tale but with two major differences: our success story is real, and its heroes are employees, customers, partners and suppliers.*

From day one, we as employees have shaped our story. Chapter by chapter, our professionalism and dedication have guided us on our company's voyage of discovery – and each new chapter has been an adventure requiring a great deal of courage.

To be among the best in the industry, you need will and determination. We have steered a bold course in order to achieve the new, ambitious goals we set ourselves, with a vision of our long-term future and always focused on quality and innovation. And our partners and customers have been with us every step of the way.

But the PMS success story has become more than just a Carinthian fairy tale. It's now an international bestseller: not only are we active throughout Austria, we are a long-established presence in the international market too. Whether in the USA, the UK, Vietnam, Iran, Russia, Czech Republic, Germany, France, Belgium or China, we have delivered successful solutions for our customers around the world.

Although we have impressed customers with our capabilities and the quality of our services,

above all it's thanks to our values that we have won the hearts of our companions on this journey. Through openness, honesty and fairness we have created an atmosphere of mutual appreciation for colleagues, partners, customers and suppliers. And as we know, every really good story stirs the emotions.

We pass on our expertise and experience to new and young employees within the company to ensure continuity and a long-term outlook, and our approach has been vindicated with multiple awards.

We will continue to forge our path with the courage of our convictions. Now that we are a 100% owner-managed company, our aim is to strengthen all areas we operate in as a regional innovation hub. And with the construction of the newest switchgear production facility in Austria, we are using the challenges of digitalisation to our advantage – not just for ourselves, but for our employees, customers, partners and suppliers as well.

**Together we will continue to write our story – a true success story. Chapter by chapter. Generation after generation.**

*The employees of PMS*



*Our sphere of activity is where we are*

*Each of our decisions has a consequence for which we bear responsibility. But each and every one of us can make an impact.*

# VISION & MISSION & VALUES

Change comes from within.  
Together we will achieve  
our goals.

*The vision needs the mission, but without values both are useless.* Willi Müller

## VISION

We are THE expertise hub in Austria for industrial electrics, automation, customer service and maintenance, which makes us the TOP address for customers, employees, partners and suppliers.

*Quality means: the customer comes back, not the goods.* Hermann Tietz

## MISSION

successful solutions  
for successful customers

We make our customers successful!

*Our values are the basis of our corporate culture.*

## VALUES

- reliable & appreciative
- skilled
- employee-oriented
- customer-oriented
- innovative
- flexible
- responsible

Our values are the foundation of our corporate culture and our work, and they guide our actions and conduct worldwide. We have common values, principles that we put into practice every day. We keep our promises, and we never stand still – all with the aim of benefiting our customers.



## We follow universal values

We base our actions on the set of values we have established, to which all our employees have committed. In everything we do we demonstrate flexibility, innovation, expertise and a focus on our customers and our employees.

We have chosen to follow business practices that combine social justice, environmental responsibility and economic goals in a systematic, comprehensible and transparent way. As you would expect, corporate social responsibility is anchored in our corporate strategy, systematically implemented and continuously improved.

But we are also guided by international standards and draw on the ten principles of the UN Global Compact. That means we are committed to

- supporting and respecting the protection of international human rights in all our business activities,
- making sure that we are not complicit in human rights violations,

- upholding the freedom of association and assembly and the effective recognition of the right to collective bargaining,
- fighting to eliminate all forms of forced and compulsory labour,
- advocating for the effective abolition of child labour,
- working for the elimination of discrimination in employment and occupation,
- following a precautionary approach to dealing with environmental challenges,
- undertaking initiatives to promote greater environmental responsibility,
- encouraging the development and diffusion of environmentally friendly technologies and products,
- and working against corruption in all its forms, including extortion and bribery.

This Code of Conduct forms the basis for all business activities and decisions taken at PMS. If any employee violates the legal requirements, internal guidelines, rules, instructions or provisions of this Code of Conduct, they can expect to face disciplinary consequences.

## STAKEHOLDER RELATIONS

### Guiding principles for our relationships with our customers and suppliers

PMS is geared to the needs of the market and plays its part in maintaining productive and sustainable customer and consumer relationships through innovative, high-quality products and services and application know-how. We do everything we can during design and production, and throughout the project delivery process, to give our customers maximum benefit, safety and product satisfaction, to adhere to delivery dates, and to offer the best possible value for money.

In all business decisions and actions, we observe the applicable laws and other relevant regulations in Austria and abroad. Our integrity and sincerity promote fair competition and foster a cooperative, long-term relationship with our customers and suppliers.

Cultivating long-term business relationships based on mutual respect, trust and reliability is our primary aim. We work together with our customers to develop solutions that meet their needs, and we are also committed to sustainability in our relationship with suppliers. We regard our suppliers and subcontractors as equal partners: procurement channels are transparent and

based on the principles of free competition. Suppliers who do not meet our required quality criteria or who do not take sufficient account of work, safety and remuneration guidelines will not be considered when we award contracts.

The management of PMS believe the company must be conscious of its economic, social and environmental obligations in all its actions. We conduct our business appropriately and ethically in all the markets in which we operate, and we ensure fair competition by complying with applicable antitrust, competition and restrictive practice laws. We do not give unfair advantages to any customers, suppliers or competitors.

Information obtained in the course of professional activities, including information outside the scope of the company's own activities, may not be used to pursue any individual's own interests, and nor may it be made accessible to third-parties to benefit their interests. This confidentiality obligation continues to apply without any restrictions even after termination of the business relationship. The relevant confidentiality provisions of the respective service contracts also apply.



## Guiding principles in our conduct towards our employees

As a company run by our owners, we feel a close connection to our employees. We regard qualified employees as the most important element in the company's success: consistently developing their skills and giving them opportunities for career progression are essential parts of our corporate culture.

Our working relationship is based on honesty, reliability, trust, transparency and open communication. We respect and value our colleagues, we put people at the heart of what we do and we cultivate relationships as partners. In return, we expect a high level of loyalty and identification with the company, initiative, teamwork and responsibility.

We offer long-term employment with varied and stimulating areas of responsibility, and new employees are given a warm welcome and treated with respect. Our long-standing employees regard passing on knowledge to

younger colleagues as a matter of course, and this ensures that knowledge is retained and transferred within the company over the long term.

We support our employees in their professional and personal development through training and further education, and we work together with them to draw up career plans and to set and achieve goals. At PMS, outstanding performance and the best possible results are expected.

Our aim is to be an attractive employer and to create an environment for our employees in which they can achieve their professional and personal ambitions in a way which also benefits our business. We attach great importance to a good work-life balance, because we see this as the basis for consistently high motivation and therefore as a key contribution to sustainable corporate success.

## LABOUR AND HUMAN RIGHTS

We respect, promote and support human rights and see it as our responsibility to incorporate them as the basis for all our business activities, ensuring that we are never complicit in human rights violations.

As a company operating around the world, we strictly adhere to each country's laws and show respect for national cultures and mentalities. Equal rights and equal treatment are cornerstones of human rights: discrimination with regard to background, religion, gender, age, disability or sexual orientation is not tolerated in any way within our corporate culture.

We utterly oppose forced labour, slavery, child labour and human trafficking.

PMS is against corruption and bribery. Behaviour involving unfair or underhand transactions will not be tolerated. Employees and subcontractors of PMS may not offer, receive or accept from business partners any benefits that could interfere or appear to interfere with an objective or fair business decision. This does not include gifts of nominal value and hospitality within the scope of customary business practices.

All our employees are requested to avoid situations where their personal or financial interests conflict with those of PMS. It is therefore forbidden to participate in or enter into business relationships with competitors, suppliers or customers in a private context, insofar as this may lead to a conflict of interest.



## HEALTH, SAFETY, ENVIRONMENT

### A safe and healthy working environment

The safety and health of our employees is a top priority for PMS.

Our principle is to make sure our employees can do their job to the best of their ability while protecting them from accidents and illness. This means we create a safe working environment for all our employees. Compliance with legal requirements and health and safety standards is a matter of course, and often our internal guidelines exceed the legal requirements. All our employees receive comprehensive, year-round occupational medical care.

PMS is also SCCP:2011 certified, and regular training and further education, plus compulsory participation in safety training courses, constantly improve our performance in these

areas. But we also focus on technical measures: we invest in technologies and processes to ensure that our sites and facilities are safe for our employees and our environment.

Employees are actively instructed to recognise risks, report them immediately and put forward suggestions for making our working environment even safer and healthier. This also includes reporting "near misses" immediately to prevent others from being involved in actual accidents.

The consumption of alcohol and other intoxicating or narcotic substances during working hours is prohibited, and violations of this rule will result in severe disciplinary action.





## Environment and sustainability

As a modern, dynamic and forward-thinking company, the PMS Group is committed to the highest quality, safety, environmental and energy efficiency standards. We therefore put environmental awareness, quality control, occupational safety and energy management at the heart of our corporate policy and our integrated management system. We comply with all relevant legal regulations in these areas, and this is continuously monitored and improved with the EN ISO 50001:2011 quality and safety standards and the EMAS III environmental and energy management system.

PMS is committed to using our resources carefully, and we set great store by and sustainably improving our environmental performance and energy efficiency over the long term: this allows us to continuously reduce energy consumption and minimise the negative environmental impact. We also encourage our employees to develop their skills and awareness through continuous training and further education and by integrating these principles into the work we do. Developing

and promoting the widespread use of environmentally friendly technologies is a key priority for us, and the resulting improvements and increased efficiency will help secure our jobs in the long term.

Sustainable action is the basis of our business decisions. Any use of conflict materials is therefore prohibited for all PMS suppliers, without exception.

As you would expect, we have appropriate systems and processes in place to ensure waste products, air emissions and sewage are handled, transported, stored, recycled and managed safely. The latest figures and data on this are regularly published in our Sustainability Report.

For us, sustainable corporate management is a dynamic, constantly evolving process. At its heart is the inner conviction of our management and our employees, and as our overriding goal it is also firmly anchored in our corporate strategy.



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