



Mission Statement



BONHÔTE | Bankers since 1815



*Since its founding in 1815,
Bonhôte's constant calling has
been to offer exemplary service to
clients and an auspicious working
environment for its staff.*



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Introduction

Business ethics has been a driving force for Bonhôte since the 19th century, expressing the values of its founders – who even then bore responsibilities in the local economy.

The bank's managers have always been dedicated to serving society at large. Whether this has involved sitting on economic committees such as the Swiss Bankers Association, university boards or chambers of commerce and industry, or participating politically as members of the regional parliament, town councils or political parties, their civic commitment has been unmistakable.

Bonhôte works to engender prosperity. Consequently, we strive towards sustainable growth and value creation for future generations. We are also a positive force in economic development, offering high-quality jobs and enlisting the services of regional firms. We are no less mindful of the environment, and we also invest actively in staff training to maintain excellence in the services we offer to our clients.

This vision is reflected in our financial services offering. At Bonhôte, ESG (Environment, Social and Governance) principles are an integral part of our investment process and preference is given to sustainable investments in our asset allocation strategy.

The bank also offers a discretionary mandate in responsible investment and the Bonhôte Impact Fund, devoted exclusively to this theme.

The objective is to take account of environmental, social and governance factors when investing in our portfolio companies. This gives investors the means of participating in sustainable development opportunities by favouring companies dedicated to best practices. It has also been shown that responsible investing optimises overall portfolio returns.

We believe it is important to enunciate our principles in this Mission Statement, which moreover serves as a code of conduct applicable to the entire Bonhôte group.





« What I value at Bonhôte is its personal feeling and forward-facing attitude. »

Karine Patron, Portfolio Manager

Managing wealth for individuals and institutions has been at the heart of Bonhôte's business since its founding in 1815. We see our mission as partnering with clients to offer services that are both innovative and tailored to individual needs.

Mission, values and sustainable development

Our values and the accompanying objectives:

Fostering trust

- » Making our business all about people
- » Placing a high value on relationship-building
- » Demonstrating integrity and proximity to clients

Honing expertise

- » Investing effectively, capitalising on differences and embracing diversity
- » Offering premium investment advice and tax consulting services

Positioning ourselves in the vanguard

- » Adopting a forward-facing posture
- » Incorporating sustainability criteria
- » Using appropriate, state-of-the-art technology to unlock value for clients

These three values – and our sense of environmental stewardship – inspire our daily interactions with clients, staff, business partners and the world around us.

Technology

As a forward-thinking bank, it closely follows technological advances in the world around it, continually adapting to innovations in digitalisation, data management, artificial intelligence, open banking and confidentiality.

Developing sustainably

Bonhôte Bank has been granted the B Corp™ label, the world's strictest CSR certification. This comes as no surprise as sustainable development is part of its DNA.

Bonhôte is an ethical and responsible bank, actively involved in the local communities and economies in which it operates. We are committed to the highest social and environmental standards while pursuing the goal of strong and sustainable financial returns.

Responsible investing

Our investment process is designed to prioritise companies that facilitate social progress. We also offer responsible investing mandates that harness environmental, social and governance (ESG) factors when constructing portfolios.

Bonhôte embraced impact investing in 2018, offering a discretionary portfolio mandate and launching its own Impact investment fund. The Bonhôte Sustainable Investment Charter presents an overview of the main features of these investment solutions.



Clients

Our focal point.

Because we fully acquaint ourselves with our clients' expectations, we are able to offer advice and services tailored meticulously to their individual circumstances.

The principles guiding our approach are as follows:

- » Connecting each client to a relationship manager who fully understands their aspirations and supports them over the long term, abiding by the highest professional standards
- » Affording equal treatment to all our clients while offering personalised, impeccable service
- » Advising our clients impartially and guarding against conflicts of interest
- » Keeping clients up to date on the status of their investments, financial markets and our own progress through investment reports, financial analysis and social media
- » Upholding client confidentiality
- » Offering comprehensive, forward-looking advisory services in order to give clients a broad overview of their assets and an analysis of the related risks and opportunities
- » Giving clients access to our network of lawyers, notaries, tax consultants, property specialists, art historians and other experts
- » Regularly measuring client satisfaction

Staff

Bonhôte is an employer of choice, attracting and retaining exceptionally talented individuals. We offer working conditions that enable staff to continue developing and achieve their full potential.

Our human resources policy is guided by these principles:

Recruiting, training and retaining the best talent

- » Defining precise professional goals for each staff member
- » Applying a rigorous yet fair selection process for applicants
- » Assigning a mentor to each new staff member
- » Retaining staff through a wide range of incentives

Applying a fair appraisal and pay policy

- » Holding regular one-to-one interviews with staff
- » Encouraging informal, direct contact with senior management
- » Tailoring remuneration to reward individual and team expertise

Encouraging project management and an entrepreneurial mindset

- » Training all staff to manage and participate actively in projects
- » Encouraging staff members to innovate and propose new ideas

Personalising working hours

- » Making provision for part-time work and remote working whenever possible
- » Giving staff resources for structuring their working time how they want
- » Granting extra holiday for senior staff



Ensuring diversity, respect and equal opportunities

- » Ensuring gender equality and equal pay
- » Encouraging female staff to return to work after maternity leave
- » Promoting cultural and religious diversity, and fostering a multinational working environment
- » Upholding mutual respect among staff members, irrespective of their position within the organization
- » Supporting out-of-work cultural and sporting activities as well as social events
- » Prohibiting all forms of discrimination
- » Respecting privacy

Keeping staff informed and encouraging dialogue

- » Regularly and openly informing staff of developments involving the bank
- » Promoting an open-door policy to encourage continuous dialogue
- » Offering staff a platform for freely expressing any concerns they may have

Promoting in-service training and career development

- » Encouraging regular high-level vocational training
- » Promoting internal job mobility
- » Offering personal and professional development opportunities to all staff members

Ensuring staff health and safety

- » Guaranteeing health and safety as well as a propitious working environment
- » Promoting sporting activities
- » Availing staff of health and wellness offers

Encouraging employee shareholding

- » Offering staff the chance to buy shares into the bank





Ownership and external business partners

Bonhôte, an independent bank, is primarily owned by its corporate officers, executives and other staff, and by a circle of individuals with close ties to the Board of Directors and the executive team.

Ownership

Our close links with shareholders encourage us to pursue the following principles:

- » Taking a long view of business
- » Aiming for results without the obligation of delivering short-term gains
- » Properly informing shareholders about the development of our activities

External business partners

We select business partners and suppliers that are anchored in the local community, deliver high-quality products or services, and demonstrate a commitment to our ethical and environmental principles. We abide by the following rules:

- » Reviewing the environmental impact of the working methods employed by our business partners and suppliers before contracting them
- » Choosing suppliers who uphold our values
- » Ensuring that all our suppliers sign our ESG Engagement Charter

Business ethics and civil society

Bonhôte has an ingrained sense of responsibility towards clients, staff, shareholders and suppliers.

Business ethics

We abide by these principles:

- » Committing to responsible, sustainable financial services
- » Proceeding clearly and candidly
- » Guaranteeing confidentiality and data protection
- » Becoming personally acquainted with suppliers and service providers
- » Verifying clients' identities and the origin, provenance and tax compliance of their funds
- » Enacting rules to fight criminality, corruption and insider dealing

From the outset, Bonhôte has grown in harmony with the city and canton of Neuchâtel. These ever-closer ties stem from our knowledge of local business conditions, the legal system and taxation rules as they apply to investors in the region – as well as our ability to provide the most suitable solutions to their individual needs. We seek to establish these same ties in all the cities where we have branches.

Civil society

Bonhôte is a standard-setter in the following sectors:

- » Banking and the economy: we are members of industry federations and participate in various working parties. We co-operate actively with FINMA as well as municipal, cantonal and federal governments
- » Culture, sport and social care: we pursue a range of patronage and sponsorship initiatives in the regions where we are located
- » Media industry: we are open to dialogue and partner with media channels to disseminate our investment expertise



« I appreciate the personalised service and human touch that Bonhôte offers its clients. I know my wealth is properly managed, in line with my own investment criteria. And I know I can always call on Bonhôte's expertise, come rain or shine. »

Christiane D., client

We give precedence to nearby companies as a mean of contributing to the local economy, but are no less demanding of them.



Environment

Bonhôte is taking deliberate, everyday action to reduce its own environmental footprint and that of its property, most notably the buildings that are part of the Bonhôte-Immobilier Fund.

Efficient energy use in our premises is a top priority:

Optimising energy use

- » Reducing our digital pollution by enlisting staff support for specific measures
- » Using energy-efficient lighting
- » Encouraging staff to turn out the lights when leaving a room and installing occupancy sensors
- » Scheduling screensavers and sleep mode on computers wherever possible
- » Avoiding waste by installing water-saving devices
- » Giving priority to clean energy sources such as regional hydropower
- » Managing room-heating by placing thermostats on individual radiators
- » Improving building isolation through insulated glass windows
- » Reducing the need for air-conditioning, for example by installing thermal film on windows

Sustainable waste management

- » Making waste-collection points available for paper, PET, batteries, aluminium, tin and glass, which are then sorted and recycled
- » Reducing paper consumption by using recycled paper, cancelling all unwanted subscriptions and advertising material, printing in black and white and on both sides of the paper, and printing emails only when necessary
- » Recycling printer cartridges whenever possible

Encouraging soft mobility

- » Providing electric bicycles and scooters for our staff
- » Paying for Swiss half-price railcards and covering the public-transport costs of staff business travel
- » Promoting working from home to reduce our carbon footprint by reduce employee travel

*Bonhôte, a private bank for
our time*



Our partners



B Corp™

Bonhôte has been granted the B Corp™ label, the world's strictest CSR certification.

This certification was granted following a thorough analysis of the bank's impact on customers, employees, the community and the environment.



Conser Invest SA

Conser is a firm 100% dedicated to responsible investment. The company has developed innovative ESG digital solutions to assess the sustainability profile and impact of portfolios or funds.



Swiss Sustainable Finance (SSF)

SSF aims to strengthen the position of Switzerland in the global marketplace for sustainable finance. Its members and network partners include financial service providers, institutional investors, universities and business schools, public sector entities and other interested organisations.



Sustainable Finance Geneva

Sustainable Finance Geneva (SFG) is an association of investment professionals whose goal is to raise awareness of responsible investment solutions among financial actors and to establish Geneva as the centre for innovation in sustainable finance.



Areuse

Areuse is a 100%-hydroelectric tariff offered by Viteos SA, an energy provider for which renewables – particularly hydroelectric and solar power – are its main growth area. One of the company's key aims is to optimise the generation, distribution and consumption of electricity, or in other words to use energy in a more rational and economical way.



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