



**MOTOROLA SOLUTIONS**

# CODE OF BUSINESS CONDUCT

**ACTING WITH INTEGRITY  
AND DOING BUSINESS THE  
RIGHT WAY WILL ENSURE  
THAT WE ARE ALWAYS AT  
OUR BEST IN THE MOMENTS  
THAT MATTER**

**– GREG BROWN**



# A MESSAGE FROM GREG BROWN

At Motorola Solutions, we work each day with a purpose: to help people be their best in the moments that matter. Realizing this purpose means always acting lawfully and ethically—with our customers, with our partners, with our colleagues and with the world at large. The Motorola name has long been synonymous with integrity and doing business the right way. As we move forward together as Motorola Solutions, we must continue to adhere to the high ethical standards that are the foundation of our great company.

Our values are built on this foundation of unwavering commitment to integrity and doing business the right way. We are:

**Innovative**—We constantly create ingenious solutions to the real world challenges of today, tomorrow and beyond.

**Passionate**—We meet every challenge with energy and determination, always pursuing ever higher standards.

**Driven**—We keep it simple by focusing on what matters most so we can seize opportunities with speed and confidence.

**Accountable**—We stand behind the work we do, the contributions we make and the high business standards we maintain.

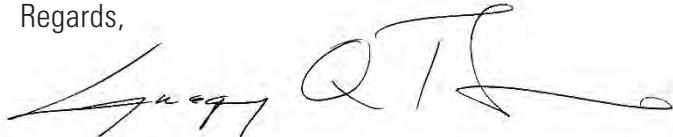
**Partners**—We succeed together because we respect all individuals and value contributions from colleagues and customers alike.

These aren't just words; these are the standards to which we hold ourselves, both as individuals and as an organization. When faced with tough decisions, we don't search for shortcuts. Rather, we rise to the occasion—as innovative, passionate, driven, accountable partners. Working together, we succeed by doing things the right way.

I know our business environment can be challenging. Questions will inevitably come up. When they do, the Code, its supporting policies and the other resources listed in them, exist to help answer those questions. I expect us all to know and comply with them.

These are vital guides to help us fulfill our Purpose and live our Values. Adhering to the Code, acting with integrity and doing business the right way will ensure that we are always at our best in the moments that matter.

Regards,



Gregory Q. Brown  
CEO, Motorola Solutions



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# ABOUT OUR STANDARDS AND THIS CODE OF BUSINESS CONDUCT

## PURPOSE AND APPLICATION

At Motorola Solutions, we hold ourselves to the highest ethical standards. This Code of Business Conduct prescribes the principles for how we behave with our fellow employees, customers, shareholders, communities, governments and other business partners. Adhering to the Code helps us preserve the integrity of both our reputation and our brand.

This Code and its related policies highlight key issues and identify additional resources to help guide our decisions to do business the right way – lawfully, ethically and with integrity. The Code is by no means a comprehensive manual or contract that addresses every situation that we may encounter. The policies fill in a lot of information about subjects that are treated more briefly in the Code.

## ACCOUNTABILITY AND PERSONAL RESPONSIBILITY

All Motorola Solutions employees are accountable for compliance with this Code, with all other applicable Motorola Solutions policies and procedures, and with all applicable laws and regulations everywhere that we do business. Each of us has a responsibility to abide by the Code, both by understanding the letter and spirit of its guidance, and by applying sound personal judgment. Be vigilant for indications that any unethical or illegal conduct has occurred. Whenever you have concerns, promptly report them to your management, a Business Conduct Champion, the Law Department, the Office of Ethics and Compliance or the EthicsLine. Motorola Solutions will use corrective action, in accordance with our applicable disciplinary policies and applicable laws, with any employee who does not meet these standards.

## ADDITIONAL OBLIGATIONS OF MANAGERS

### MANAGING EMPLOYEES

Managers are expected to lead by example. In addition to fulfilling their individual responsibilities and using sound judgment, they are expected to drive a culture of integrity and doing business the right way. Managers should promote open and honest two-way communication to help ensure employees know what is expected and are comfortable seeking management guidance when they have questions.

### MANAGING BUSINESS PARTNERS

When conducting business for Motorola Solutions, Business Partners (defined in this Code at p. 9) are expected to observe and uphold the same standards of conduct as Company employees. Those of us who retain or are responsible for these Business Partners are also responsible for ensuring that they understand their obligation to act in accordance with the Code and our policies while acting on our behalf.

## PROHIBITION AGAINST RETALIATION

Retaliation against any employee who reports in good faith a concern to Motorola Solutions about illegal or unethical conduct will not be tolerated. If you believe you have been retaliated against, immediately contact your manager, a Business Conduct Champion, the Law Department, the Office of Ethics and Compliance or the EthicsLine. At the same time, it is unacceptable to file a report knowing it to be false.

# HAVE YOU HEARD THIS?

- NO ONE WILL FIND OUT**
- MY MANAGER SEEMS OK WITH IT**
- IT SEEMS SUSPICIOUS, BUT I DON'T HAVE ANY PROOF**
- REPORTING IT WOULDN'T CHANGE ANYTHING**
- MAYBE OUR PARTNER CAN HANDLE IT IF WE CAN'T**
- BENDING THE RULES JUST THIS ONCE IS WORTH IT IF I MAKE THE NUMBERS**
- I KNOW WHAT OUR POLICIES SAY, BUT THIS IS JUST HOW THINGS GET DONE HERE**

**Make the right decision.** If you find yourself thinking, saying or hearing any of these, stop and take personal responsibility to:

- (1) check the Code of Business Conduct and related policies;
- (2) assume the rules are there for a good reason, that they could apply to the situation, and your decision will become known;
- (3) consider the consequences of your decision, including the possibility that your actions could ultimately be harmful to the Company or to you;
- (4) seek the advice of your management, your Business Conduct Champion, the Law Department, the Office of Ethics and Compliance or the EthicsLine; and
- (5) use sound judgment and act consistently with the Code, our policies and our values.

**Neither business demands nor real or perceived pressures from supervisors are a valid excuse for violating the law, the Code or our policies.**



# ASK US!

It is always better to prevent a problem from occurring or from getting worse by reaching out promptly for help.

## YOUR RESOURCES FOR ETHICS GUIDANCE

- Your management
- The Office of Ethics and Compliance
- The EthicsLine
- The Law Department
- Business Conduct Champions (BCCs)

## BUSINESS CONDUCT CHAMPIONS

BCCs are individuals within Motorola Solutions who have been selected as liaisons to the Office of Ethics and Compliance in the business, regions and countries. They are local resources to whom you can address your ethics questions and concerns.

Employees, identify your BCC at **[ethics.mot-solutions.com](http://ethics.mot-solutions.com)**.

## ETHICSLINE

- The EthicsLine can be reached by phone, mail or online – 24 hours a day, 7 days a week. While you may choose to remain anonymous, confidentiality in all instances will be maintained to the fullest extent possible. You can follow up on the status of your concern through a confidential identification number that will be assigned to you when you call or make an inquiry online.
- Log your concerns online at **[EthicsLine.mot-solutions.com](http://EthicsLine.mot-solutions.com)**
- Call us from the United States, Canada or Puerto Rico at **800-5Ethics (800-538-4427)**
- Call us internationally at **+1 602-808-4427** (Ask the operator to make the call “collect” or to “reverse the charges.”) The EthicsLine has access to interpreters for more than 140 languages.
- Email us at **[EthicsLine@motorolasolutions.com](mailto:EthicsLine@motorolasolutions.com)**
- Fax us at **+1 602-952-4378**
- Mail a letter to:  
**Motorola Solutions EthicsLine**  
**P.O. Box 10551**  
**Scottsdale, AZ 85271-0551**

# AVOIDING CONFLICTS OF INTEREST

## GENERAL GUIDANCE FOR ALL POTENTIAL CONFLICTS

Our relationships with any third party, (e.g., existing or prospective customers, competitors, regulators or Business Partners of Motorola Solutions) must not affect our independent and sound judgment on behalf of Motorola Solutions.

You are required to immediately disclose any situation that may be, or could appear to be, a conflict of interest, and must remove yourself from any related decision-making process. When in doubt, disclose potential conflicts of interest to your management, the Law Department or the Office of Ethics and Compliance and keep them up to date as the situation changes.

## OUTSIDE EMPLOYMENT

Outside activities must be strictly separated from Motorola Solutions employment and must not harm job performance. You may not work for or receive payments for services from any third party, (e.g., customers, competitors, regulators or Business Partners of Motorola Solutions) without prior written management approval, and the skills you learned and used at Motorola Solutions must not be used in a way that could hurt our business.

## BOARD MEMBERSHIPS

Serving on a board of directors or similar body for an outside business, organization or government agency requires advance approval in accordance with policy; however, helping the community by serving on the boards of charitable or community organizations is encouraged and does not require prior approval (as long as it poses no conflict of interest).

## FAMILY MEMBERS AND CLOSE PERSONAL RELATIONSHIPS

In circumstances where family members or friends are or may become involved in business activity related to Motorola Solutions, you must immediately disclose the nature of the relationship and must remove yourself from any related decision-making process.

## PERSONAL INVESTMENTS

Our personal financial investments must not influence, or appear to influence, our independent judgment on behalf of Motorola Solutions. While this could happen in many ways, it is most likely if there is a significant investment in a customer, competitor or Business Partner over whom we can have a business impact. If there is any doubt about how an investment might be perceived, disclose it as soon as possible to your management.

We are also prohibited from directly or indirectly buying, or otherwise acquiring rights to, any property or materials when we know that Motorola Solutions may be interested in pursuing such an opportunity and the information is not public.

**Q:** May I be involved in a personal business outside of Motorola Solutions?

**A:** Maybe. If the business venture could be deemed to compete with Motorola Solutions or benefit a competitor then the answer will most likely be "no." However, many business ventures have been approved after careful review. Seek guidance and approval from your management, the Law Department or the Office of Ethics and Compliance.

**Q:** As an employee of a Motorola Solutions Business Partner, my husband is doing work for Motorola Solutions. Do I have to disclose this, even if I am not working on the same project?

**A:** Yes. It is a good idea to disclose this, whether or not you are working on the same project. This avoids any question whether you may have influenced the selection of your spouse's employer as a Motorola Solutions vendor. Your loyalty to the company must be undivided and not influenced, or appear to be influenced, by personal relationships.



# WORKING WITH GOVERNMENTS

In our business, in addition to dealing with government agencies on a wide range of regulatory matters, we have many government customers around the world. Dealings with government representatives present special challenges.

We must take particular care to know and comply with all applicable legal and contractual obligations in dealing with governments, whether as customers or otherwise. These rules generally prohibit or put strict limits on any conduct that may be viewed as improperly influencing objective decision making, e.g., conduct involving bribes or kickbacks, or certain gifts, entertainment and travel. They also often apply to the hiring of current or former officials and their families. Many other laws strictly govern accounting and billing practices for fulfilling government contracts and subcontracts.

These laws apply to employees and Business Partners worldwide. When Motorola Solutions uses suppliers or subcontractors to fulfill our commitments, they have to comply as well, and we may also be responsible for communicating these unique governmental requirements to those third parties. Always check the applicable policies.

## POLITICAL ACTIVITIES

We never make any political contributions on behalf of Motorola Solutions or use our company name, funds, property, equipment or services for the support of political parties, initiatives, committees or candidates without the prior approval of our Global Government Affairs office. This includes any contribution of value. Lobbying activities or government contacts on behalf of Motorola Solutions, other than sales activities, should be coordinated with the Global Government Affairs office.

## ANTICORRUPTION LAWS

We comply with the anticorruption treaties and laws of the countries in which we do business. Some anticorruption laws, including the U.S. Foreign Corrupt Practices Act (FCPA) and the U.K. Bribery Act regulate conduct far beyond their own national borders. We will not directly or indirectly offer or make a corrupt or improper payment to government officials, including employees of government-owned or -controlled enterprises. We will not directly or indirectly offer or make a corrupt or improper payment in non-government commercial dealings either. These requirements apply both to Motorola Solutions employees and agents such as third-party sales representatives (TPSRs) and our service providers, no matter where they are doing business. If you are authorized to engage TPSRs or service providers, follow applicable policies to make sure the third parties are reputable, and to require them to agree in writing to our anticorruption standards.

## FACILITATING PAYMENTS

Motorola Solutions prohibits making “facilitating payments” or “grease payments” to expedite any administrative action – either directly, or indirectly through a third party. Where such payments are permitted by applicable law, exceptions may be made by the Law Department and the Office of Ethics and Compliance in very limited, extraordinary circumstances (e.g., to protect personal safety) and must be recorded properly.

## ANTI-MONEY LAUNDERING AND ANTI-TERRORISM

Money laundering involves practices designed to conceal an illegal source of money to make it appear legitimate. Motorola Solutions will not directly or indirectly participate in such practices. For example, the purchase of our products or services could be used to disguise illegally gained funds or support terrorism. To avoid becoming involved in such situations, Motorola Solutions is required to perform and document due diligence of parties involved in financial transactions.

## IMPORT AND EXPORT

When importing or exporting products, services, information or technology, we comply with all applicable national laws, regulations and restrictions, including those of the United States. When we travel internationally on company business, we are subject to laws governing what we import and export, including items we carry with us. You are responsible for knowing the laws that pertain to you and for checking with your import/export compliance management when in doubt.

For more information, employees may visit:  
[tradecompliance.mot-solutions.com](http://tradecompliance.mot-solutions.com).

**Q:** Don't we just follow "the way business is done" in other countries in order to respect the culture?

**A:** Not necessarily. We have to be sure what we're doing is legal in the U.S., in the local country and under the laws of any other country whose laws apply, and that it doesn't violate our Code or policies. Even though an activity like a payment might be common practice, it may not be legal.





# WORKING WITH BUSINESS PARTNERS

We do not do business with those who are likely to harm our reputation. All arrangements with Business Partners must comply with the Motorola Solutions Code, policies and the law. We cannot use a Business Partner to perform any act prohibited by law or by the Motorola Solutions Code of Business Conduct.

“Business Partners” we work with may have a number of different names. When you see this term used in this Code, it could refer to any one or more of the categories listed here:

Agent or Commission Agent	Marketing support
Alliance partner	Promoter
Channel partner	Reseller
Consortium partner	Retailer
Consultant	Sales Representative
Contractor	Seconded (loaned) employee
Dealer	Service Center
Distributor	Service Provider
Facilitator	Subcontractor
Finder	Supplier
Influencer	Systems Integrator
Joint venture partner	Vendor
Lobbyist	

Ultimately, however, it is our responsibility to ensure that anyone involved in our business operates with standards compatible with our own.

## OUR STANDARDS FOR ENGAGING WITH BUSINESS PARTNERS

- We must perform effective due diligence to know who we’re working with.
- Those who present a higher risk of improper activity must be trained on our standards.
- Purchases must be made based on the best business interests of Motorola Solutions and must be properly reviewed and approved in advance.
- Agreements should be in place and should communicate both our expectations and the penalty for violation.
- All activities must follow our standards, as well as U.S., local and any other applicable law (e.g., environmental, employment, safety and anticorruption statutes).
- Payments or discounts must be reasonable and documented correctly.
- We are responsible for monitoring the activities of our Business Partners and for raising any issues of concern about questionable activity to management or other resources.

- We will protect other companies’ information (for example, supplier pricing information) that is sensitive, private or confidential just as carefully as we protect our own. See also “Confidential, restricted and proprietary information.”

Our policies and our Supplier Code of Conduct ([motorolasolutions.com/suppliers](http://motorolasolutions.com/suppliers)) provide more guidance on engaging with Business Partners.

**Q:** Why do we have to be so concerned about what our Business Partners do, as long as we don’t tell them to do it? There’s no way we can watch everything.

**A:** We can be held responsible for an inappropriate action by our Business Partner who is acting on our behalf or with regard to our business, just the same as if we took the action ourselves. Many government prosecutions of large corporations reported publicly are based on actions by those corporations’ Business Partners.

Even though we may not be directly involved, it will be important that we did everything we could (for example, due diligence, training, monitoring, enforcing controls, etc.) to prevent improper activity from being taken on our behalf.

# HANDLING GIFTS, ENTERTAINMENT AND TRAVEL

**We must never give or pay bribes, or receive kickbacks, in any form, in dealing with any party.**

## GIFTS

Gifts include cash, donations, loans and any item of value, including physical objects, services, favors or other items. When you see the term "Gift" used in this Code, it could refer to any one or more of the categories listed here.

### ACCEPTING GIFTS

We cannot solicit or accept Gifts that might make it appear as if our judgment on behalf of Motorola Solutions is compromised. While you may accept items of nominal value, such as small promotional items bearing another company's name, you may not accept kickbacks, lavish Gifts or gratuities. You also cannot accept special services, favors or reduced-rate personal loans as a result of your position with the company.

In rare situations, it would be impractical or harmful to the business relationship to refuse or return a Gift. If this happens, discuss the situation with the Office of Ethics and Compliance or the Law Department.

**Q:** My customer expects me to bring a nice gift when I visit them—is that permitted?

**A:** First, make sure your customer's rules don't prevent them from accepting your gift and then consider all the surrounding circumstances. For example, if the customer is about to make a decision to award another big project, this may not be the right time to be presenting a gift, as it may appear to improperly influence the decision. With your explanation, the customer should understand and respect your careful handling of the situation. In other circumstances, perhaps a better approach is a modest gift for the customer's organization rather than a particular individual. If the customer is a government employee, special review is required. Please check your local gift and entertainment policy.

### GIVING GIFTS

Some business situations call for giving Gifts. Gift-giving practices vary among cultures and our local gift policies and guidelines address these differences. In all cases, though, our Gifts must be legal, reasonable and approved by management. You must never pay or give bribes, in any form, in dealing with any party.

We cannot provide any Gift if it is prohibited by law or the policy of the recipient's organization. For example, the employees of many government entities around the world are prohibited from accepting Gifts. If in doubt, check first with the Office of Ethics and Compliance or the Law Department.

## ENTERTAINMENT

Unlike a Gift, entertainment is defined as an event where both parties are present.

### ACCEPTING ENTERTAINMENT

We may accept entertainment that is reasonable and appropriate in the context of our business and that advances our interests. For example, accompanying a business associate to a local cultural or sporting event, or to a business meal, would be acceptable in most cases. Conversely, entertainment that is lavish or frequent may appear to influence our independent judgment on behalf of Motorola Solutions. Before deciding whether to accept entertainment that may appear inappropriate, discuss it with your management.

### PROVIDING ENTERTAINMENT

We may provide entertainment that is reasonable and appropriate in the context of the business. If you have a question about the appropriateness of providing entertainment, or entertainment of a certain type, discuss it with your management in advance.

Entertainment of government officials may be prohibited by law and requires prior approval from management in each instance. Management, in turn, should consult with the Office of Ethics and Compliance or the Law Department.

**Q:** So, it is permitted to give or receive a normal business dinner when both parties attend? How about a round or two of golf?

**A:** Yes, as long as the events are local, reasonable in price and not too frequent. Let your management know beforehand, just to be sure.



## TRAVEL

### ACCEPTING TRAVEL

You may accept transportation and lodging provided by a Motorola Solutions Business Partner, customer or other third party if the trip is for business, is not lavish and is approved in advance by your management.

### PROVIDING TRAVEL

Unless prohibited by law or the policy of the recipient's organization, Motorola Solutions may pay the transportation and lodging expenses incurred by customers or Business Partners if it is for a legitimate business purpose, is reasonable and appropriate in the context of the business and has been approved by management.

All travel and accommodation expenses for government officials who are sponsored or paid for by Motorola Solutions must be approved in writing, in advance, in accordance with policy.

**Q:** My supplier wants me to visit their facility, and take in a local sporting event while we're there. They've offered to pay for this and our budget won't allow it. Can I go?

**A:** Talk to your management and if they feel this is a good opportunity for the business and no lavish entertainment will be involved, you likely can accept.

# PROTECTING WHAT'S OURS

## CONFIDENTIAL, RESTRICTED AND PROPRIETARY INFORMATION

Confidential, restricted and proprietary information represents the lifeblood of our business. This includes information that is not generally known to the public and is either helpful to Motorola Solutions or would be helpful to our competitors. It also includes information that customers and Business Partners have entrusted to us. Some examples include but are not limited to: trade secrets, inventions, financial results and projections, business plans or strategies, current projects, future or unreleased products (prototypes), employee information, customer lists, and commodity and product volumes.

Disclosure of such information can seriously harm our business interests, impact our bottom line, and pose legal risks both to ourselves and to Motorola Solutions. We must safeguard sensitive information by marking it appropriately, keeping it secure and limiting access to those who have a specific need to know to do their jobs. Additionally, we will not comment on our customers, our share price or rumors.

For more information, employees may visit:  
**iProtect.mot-solutions.com**

## EXTERNAL AUDIENCES

The obligation not to disclose confidential, restricted or proprietary information extends outside the traditional workplace to include: social networking and other types of electronic media, conferences or symposiums, consulting opportunities and industry events. The obligation continues even after employment ends.

A written agreement, such as a non-disclosure agreement (NDA), must be in place prior to disclosing confidential information to a third party. Information disclosed must also be appropriately marked. For NDA assistance, consult the Law Department.

We strive to provide fair, accurate, timely and easy-to-understand information to the public. All requests from the media must be forwarded to Global Communications. All requests from the financial community, including investment analysts, must be forwarded to Investor Relations. Do not attempt to respond directly in either case.

For more information visit:  
**motorolasolutions.com/mediacenter** or  
**motorolasolutions.com/investors**  
Also see our social networking policy

## ACCURACY OF MOTOROLA SOLUTIONS RECORDS

We must ensure that all books, records and accounts conform both to required accounting principles and to our system of internal controls. Do not make false, misleading or artificial entries in any financial books, records and accounts. This includes such data as quality, safety and personnel records, as well as all financial records.

For example, do not split purchase orders with the intent to circumvent signature authority limits or to speed up the approval process. No entry can be made to conceal or disguise the true nature of a transaction.

## AUTHORITY TO ACT ON BEHALF OF THE COMPANY

We must each adhere to the limits of our authority to act on behalf of Motorola Solutions and must not take any action to exceed or circumvent those limits. Only employees who are authorized to do so may sign documents on behalf of Motorola Solutions or in any other way represent or exercise authority on its behalf. Additionally, all purchases must be properly reviewed and approved prior to engagement of the vendor.

## RECORDING AND RETAINING BUSINESS COMMUNICATIONS

Our business records and communications must be clear, truthful and accurate. Avoid exaggeration, colorful language, guesswork, legal conclusions, and derogatory remarks or characterizations of people and companies. This applies to communications of all kinds, including e-mail and informal notes or memos. Records must be retained and destroyed according to our record retention and legal hold policies.

For more information, employees may visit:  
**records.mot-solutions.com**

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## AUDITS AND INVESTIGATIONS

We are required to fully cooperate with all audits and investigations as requested by Motorola Solutions, government agencies and regulators. All information provided must be truthful, accurate and complete. Do not conceal, alter or destroy documents or records, or otherwise interfere with an internal or external investigation or other lawful request.

Consult with the Law Department before responding to any non-routine requests for audits, investigations or other information that come from outside the company.

## MOTOROLA SOLUTIONS ASSETS

We have a responsibility to protect the Motorola Solutions assets entrusted to us from loss, damage, misuse or theft. Assets such as funds, credit cards, prototypes, systems, products or equipment may only be used for business and other purposes approved by management. Do not use Motorola Solutions assets for purposes that violate the law or company policy. Do not use company assets to create, store or send content that others might find offensive. You are also responsible for immediately reporting the theft, loss or misuse of company assets to a representative of the loss prevention and security department or to the EthicsLine.

## INSIDE INFORMATION AND SECURITIES TRADING

It is against the laws of many countries, including the U.S., to trade or to "tip" others who might make an investment decision based on inside information. Do not trade in securities based on material non-public information (called "inside information") that you have learned as part of your job, unless that information has been reported publicly.

For example, using inside information to buy or sell Motorola Solutions stock or options, or the stock or options of one of our suppliers or customers, is prohibited. Similarly, sharing inside information with a friend, relative or business acquaintance is strictly prohibited unless that person is specifically authorized to receive the information, e.g., an outside partner that has signed an appropriate non-disclosure agreement.

**Q:** May I use Motorola Solutions equipment, such as demo products, obsolete equipment or scrap items for personal use?

**A:** No. Even if the item is no longer in commercial use, the item remains the property of Motorola Solutions.





# WORKING WITH ONE ANOTHER

At Motorola Solutions, we treat each other with respect at all times, just as we wish to be treated. We value the differences of diverse individuals from around the world. Employment decisions are based on business reasons, such as qualifications, talents and achievements, and are in compliance with local and national employment laws.

## HARASSMENT

Abusive, harassing or offensive conduct is unacceptable, whether verbal, physical or visual. Examples include derogatory comments based on gender, racial or ethnic characteristics, and unwelcome sexual advances. You are encouraged to speak out if a co-worker's conduct makes you or others uncomfortable, and to report harassment if it occurs.

Threats or acts of violence or physical intimidation are prohibited.

In-country Human Resource policies provide additional guidance, consistent with local law. See also our Human Rights policy.

For more information, employees may visit:

**[my.mot-solutions.com/myhr](http://my.mot-solutions.com/myhr)**

## SAFETY AND HEALTH

We are all responsible for maintaining a safe workplace by following safety and health policies and procedures as established by the company. Motorola Solutions has established sound policies and procedures to ensure our workplaces are free from hazards. Immediately report accidents or injuries and unsafe equipment, practices or conditions to a supervisor or other designated person.

For more information visit:

**[motorolasolutions.com/environment](http://motorolasolutions.com/environment)**



# WORKING WITH CUSTOMERS

## PRODUCT QUALITY AND SAFETY

We maintain our valuable reputation by complying with our quality processes and safety requirements. We will not ship products or deliver services that fail to meet Motorola Solutions standards. Should you have any quality concerns, bring them to the attention of your management or the Law Department.

## SALES AND MARKETING

We build long-term relationships with our customers by demonstrating honesty and integrity. Our marketing and advertising must be accurate and truthful. Deliberately misleading messages, omissions of important facts or false claims about our competitors' offerings are unacceptable.

We obtain business legally and ethically. Giving or accepting bribes or kickbacks is unacceptable and illegal in most countries. Since customer gifts, travel and entertainment can be construed as bribes (and could constitute a potential conflict of interest), they are covered in more detail in the "Handling gifts, entertainment and travel" and "Working with governments" sections of this Code.

## CUSTOMER INFORMATION

We must protect customer information that is sensitive, private or confidential just as carefully as we protect our own, and we observe all applicable data protection and privacy laws. (See also "Confidential, restricted and proprietary information").

## GOVERNMENT CUSTOMERS

See, "Working with governments" in this Code.

**Q:** Isn't the customer always right?

**A:** Not if what they are asking us to do is unethical or improper. Get help to find a resolution that meets the customer's needs without violating our standards or the law.

# WORKING WITH COMPETITORS

## COMPETITIVE INFORMATION

Stealing or using proprietary information, possessing trade secret information that was obtained without the owner's consent or pressuring such disclosures by past or present employees of other companies is prohibited.

We will not use any illegal or unethical methods to gather competitive information (sometimes also called "business intelligence"). If information that may constitute a trade secret or confidential information of another business is obtained by mistake, or if we have questions about the legality of information gathering, we must consult the Law Department.

## FAIR COMPETITION AND ANTITRUST

Motorola Solutions and all our employees are required to comply with the antitrust and unfair competition laws of the many countries in which we do business. These laws are complex and vary considerably from country to country.

They generally concern:

- Agreements with competitors that harm customers, including price fixing, bid rigging and agreements not to compete for customers or contracts.
- Agreements that unreasonably limit the freedom of a reseller, customer or supplier to sell a product, service or technology however it sees fit, including establishing the resale price of a product or service, or improperly conditioning the sale of products, technologies or services on an agreement to buy other or solely Motorola Solutions products and services.
- Attempts to monopolize—for example, by abusing a dominant position in the market unfairly to prevent others from competing.

Contact the Law Department, the Office of Ethics and Compliance or the EthicsLine if you are concerned about whether an action violates competition laws.

**Q:** I interviewed a candidate who gave me a document as a writing sample—and it's something I don't think should have been shared. What should I do?

**A:** First, don't share the document further. Get advice from an intellectual property attorney about returning the information.



# WORKING WITH COMMUNITIES

## COMMUNITY SERVICE

We serve society both by providing life-enhancing products and services at a fair price, and by actively supporting the communities in which we operate. Motorola Solutions, the Motorola Foundation and employees throughout the world provide generous financial and voluntary support to thousands of worthwhile community programs.

## ENVIRONMENT

We are committed to protecting the environment and operating our businesses in ways that foster sustainable use of the world's natural resources. We respect the environment by complying with all applicable environmental laws in all countries in which we conduct operations.

For more information visit:  
[motorolasolutions.com/environment](http://motorolasolutions.com/environment)

## PERSONAL COMMUNITY ACTIVITIES

Although you may support the community, charity and political organizations and causes of your choice, you must not represent your personal views or actions as being those of Motorola Solutions. Additionally, your outside activities must not interfere with your job performance.

No one at Motorola Solutions must ever pressure anyone into expressing particular beliefs, contributing resources or supporting political, religious or charitable causes.



**MOTOROLA SOLUTIONS**

[ETHICS.MOT-SOLUTIONS.COM](http://ETHICS.MOT-SOLUTIONS.COM)

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