

# Code of conduct



## **Collaboration**

Collaborating with others, we always act cooperatively, fairly-mindedly and reliably. We put great emphasis on constructively resolving conflict situations.

## **Open communication**

We advocate an open and objective dialog with all involved parties and make sure that our mutual communication is comprehensive, accurate, promptly conducted and clearly comprehensible.

## **Human resources**

Highly qualified and equally motivated employees are the source of our success. Our employees show a very high level of motivation, commitment, loyalty and are characterized by their excellent qualifications as well as their identification with our corporate goals. All interactions are marked by fairness, team spirit and mutual respect.

## **Non-discrimination**

We greatly respect and value diversity and highly appreciate each individual, regardless of their gender, skin color, nationality, ethnical background, religion or beliefs, handicaps, age, sexual orientation or identity. We firmly reject any form of discrimination, bullying or sexual harassment.

## **Customers**

We pursue a high level of customer orientation and offer our customers excellent service and competence, which guarantees a consistently reliable performance.



## **Confidentiality**

We follow strict guidelines in regard to customer-specific data with the clear intent to protect and keep them secure at all times. We do so always in coherence with the European General Data Protection Regulation (GDPR).

## **Compliance with the law and contract fidelity**

We comply with all applicable laws and honor and fulfill our contractual agreements. As an international company serving multinational corporations, we adhere to global legal best practices and business conduct.

## **Corporate ethics**

We engage in fair play in business and support our clients in combatting money laundering and fraud. We strongly oppose any form of corruption or bribery and tolerate no unfair commercial practices. We are committed to the principle of human rights and respect the dignity of each human being. We highly object child and forced labor and expect our business partners to adhere to those values in equal measure.

## **Suppliers**

We treat our suppliers with fairness and aim for a cooperative partnership. We hold our suppliers to high ethical standards and request them to follow our Code of Conduct.

## **Competition**

We foster fair competition and try to engage in respectful manner with other vendors in the industry. Many of our competitors are partners at the same time, so we strive to find the best possible solution for our clients.

## **Sustainability**

We are committed to the principle of sustainability and use all resources entrusted to us responsibly. We request the same from each part of our supply chain.