



CODE OF CONDUCT

2025



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Foreword

Dear business partners, dear employees,

our success story as a medium-sized family business is based on trust, innovation and shared values. These values shape our daily actions – within the team, towards business partners and in the public eye.

In a changing world, clear guidelines provide orientation. Our **Code of Conduct** summarises the core values, principles and rules of conduct of the Erwin Quarder Group. It helps us to make informed and responsible decisions – in accordance with legal requirements and our ethical standards.

Transparency, integrity, respect and responsible action form the basis of our cooperation. We are all called upon to actively live the **Code of Conduct** and to seek dialogue in case of uncertainty discuss any uncertainties. Together, we create a working environment based on trust, responsibility and respect, which ensures our long-term success.

If you have any questions about the Code of Conduct, please contact **quarder.de**

*Note: For reasons of better readability, the text does not use masculine, feminine and diverse language forms. All references to persons apply equally to all genders.





Laws and regulations

Our company is committed to acting responsibly and lawfully. This is the basis for our long-term success and our position as a reliable business partner. It is therefore of utmost importance that all employees comply with applicable laws and regulations.

Compliance with laws and regulations

All employees are obliged to be familiar with and comply with the national and international laws applicable to their respective areas of activity, as well as internal guidelines and regulations. This applies to legal provisions relating to business practices as well as to labour law and safety regulations.

Prevention of corruption, bribery and cartel agreements

Our company stands for honest and transparent business relationships. Any form of corruption and bribery, whether direct or indirect, is strictly rejected. Employees may not accept or offer gifts, payments or other benefits that are intended to improperly influence business decisions.





Laws and regulations

Compliance with labour laws and standards

We are committed to complying with labour laws and standards. This includes fair working conditions, the right to fair remuneration, protection of health and safety at work, and respect for working hours and rest breaks. Discrimination, child labour or forced labour are not tolerated in any form.

Whistleblowing and protection against retaliation

It's a matter of course, that individuals who report violations of the law or other Group guidelines and procedures in good faith will not be subject to retaliation.





Interacting with colleagues

A **respectful and cooperative working environment** is the **basis for our joint success**. We promote a trusting, appreciative and open working atmosphere in which every employee can contribute and develop their strengths.

Right to express an opinion

Every colleague has the right to express their opinion freely and to trust that it will be heard and respected. Open and constructive dialogue is very important to us.

Promoting a respectful and supportive environment

We are all committed to creating a working environment based on mutual respect, support and trust. We actively promote a culture of cooperation in which everyone is valued.

Respectful and professional interaction

Our daily interactions are based on respect and professionalism. Regardless of position or area of responsibility, we always treat each other with respect and courtesy.

Promoting inclusion and equal opportunities

We actively promote inclusion and create equal opportunities for all employees. Everyone has the same opportunities to develop and contribute to the success of the company.





Interacting with colleagues

Integrity and honesty

Integrity and honesty are the cornerstones of our business. We always treat each other openly, transparently and honestly. Reliability and trust characterise our cooperation, and we keep our promises and commitments.

Recognition of different opinions

We recognise the value of different perspectives and encourage constructive exchange. Together, we strive for the best solutions for the company and create space for innovation and creativity.

Common goals and recognition of strengths

We work together to achieve our corporate goals and value the strengths and contributions of our colleagues. Teamwork and mutual support are central components of our success.

Appreciation and diversity

The diversity of our employees enriches us as a company. We promote a working environment in which everyone feels valued and accepted, regardless of origin, gender, age, sexual orientation or religion.





Interacting with customers

The success of our company is based on **trusting, long-term relationships** with our **customers** and **business partners**. Satisfied customers recommend us as a company and contribute to healthy business growth. That is why we attach great importance to professional, respectful and open interaction. Compliance with the Code of Conduct minimises the risk of legal disputes and provides all employees with security and guidance in their daily activities.

Respect and courtesy

We always treat our customers and business partners with respect and courtesy. Every interaction, whether in person, by telephone or in writing, is characterised by a friendly and appreciative manner.

Reliability & discretion

We stand by our commitments and always act reliably. Punctuality, precision and adherence to agreements are our top priorities. We treat confidential information with the utmost care and discretion – both in our daily interactions with each other and with third parties.





Interacting with customers

Transparency

We maintain transparent communication and inform our customers and business partners clearly and openly about all relevant topics and aspects of our group of companies. This creates trust and strengthens our business relationships.

Quality

We are committed to delivering the highest quality at all times – whether in our products, services or customer service. Customer satisfaction is at the heart of everything we do.

Clear and understandable communication / language

Our communication with customers and business partners is conducted in clear and understandable language. We avoid complicated or ambiguous wording and always strive to convey our messages precisely and in an easily understandable manner. Important matters are clarified in personal conversations or on the telephone, not by email.





Interacting with customers

Active listening

We listen attentively to our customers and business partners in order to fully understand their needs and concerns. Only through active listening can we ensure that we respond optimally to individual requirements.

Open communication

Open and honest communication is the foundation of trusting business relationships. We encourage open dialogue and are always ready to respond to questions or concerns from our customers and business partners.





Ethical principles

Our company's **ethical principles form the basis for our daily activities** and decision-making processes. They determine how we interact with colleagues, customers, business partners and society. Every employee has a personal responsibility to respect and live by these principles.

Responsibility for my actions

Each of us takes full responsibility for our actions and decisions. We are aware that our behavior shapes trust in our company and always act in accordance with our corporate values.

Safety in the workplace

Safety in the workplace is a top priority. Every employee actively contributes to creating and maintaining a safe working environment and ensures that all safety regulations are observed. Everyone is responsible for identifying and reporting potential hazards in order to prevent accidents.

Compliance with laws and regulations

We work strictly within the framework of applicable laws and regulations. Compliance with legal and internal requirements is the basis for our actions. Integrity and honesty are non-negotiable values that we uphold in every situation.





Ethical principles

Respect and cooperation

Treating each other with respect is an essential part of our corporate culture. I actively and unsolicited approach my colleagues and treat them with appreciation. Mutual respect and harmonious cooperation are the basis for our success.

Integrity and honesty

Integrity and honesty shape our behavior. We act openly and transparently, without compromising our ethical principles. Honest communication and keeping our promises are essential elements of our business relationships.

Fair competition

Each of us takes full responsibility for our actions and decisions. We are aware that our behaviour shapes the trust placed in our company.

Data protection and confidentiality

Data protection and confidentiality are important to us. We treat the personal data of our colleagues, customers and business partners with the utmost care and ensure that all data protection regulations are strictly adhered to.





Ethical principles

Safety and well-being

In addition to physical safety in the workplace, we also pay attention to the general well-being of our employees. This means that we promote a healthy working environment and pay attention to the mental health of our colleagues. We mitigate risks in order to take the best possible precautions against accidents and occupational illnesses. We offer training courses to raise awareness among our employees about health and safety at work.





Human rights

Respecting and promoting human rights are the foundation of our ethical conduct and social responsibility. We are committed to ensuring that our business activities and those of our partners do not have a negative impact on human rights. Every employee and business partner must be aware of this responsibility and respect these principles.

Labour rights

We respect the fundamental labour rights of all people and act in accordance with the highest ethical standards:

Prohibition of forced labour and child labour

Forced labour and child labour are not tolerated under any circumstances.

We only work with partners who also adhere to this prohibition.

Fair working conditions

Every employee has the right to fair wages, humane working hours and fair treatment in the workplace.



Human rights

Prohibition of discrimination and equal treatment

We promote a culture of equal treatment and actively oppose all forms of discrimination:

Prohibition of discrimination

We do not discriminate against anyone on the basis of race, gender, origin, religion, disability, age, sexual orientation or other personal characteristics.

All people are treated equally and with respect.

Health and safety

The health and safety of our employees is of utmost importance to us.

Safe working conditions

We ensure that working conditions in our company are safe and promote good health. This includes protection from hazards and the provision of safe work equipment.

Access to medical care

Every employee is entitled to access the necessary medical care to ensure their health and well being.



Human rights

Data protection

The protection of personal data is an essential part of human rights

Protection of personal data

We respect and protect the privacy of our employees, costumers and business partners and ensure that their personal data is processed securely in accordance with applicable data protection laws.

Freedom and exploitation

We are committed to combating all forms of exploitation.

Prohibition of human trafficking and modern slavery

We reject all forms of human trafficking and modern slavery. Our company and our business partners are committed to ensuring that no one is forced to work in exploitative conditions.



Environment

Protecting our environment and using natural resources responsibly are **integral parts of our corporate philosophy**. We are aware of our ecological responsibility and are committed to promoting sustainable practices in all areas of our business.

Commitment to sustainability

We are committed to continuously reducing our environmental impact. Sustainability is not a one-time goal, but an ongoing process in which we are constantly searching for more environmentally friendly solutions.

Compliance with legal requirements

We strictly comply with all relevant environmental laws and regulations and work to implement and even exceed them in all areas of the company.

Waste recycling

Separating waste is an important step towards reducing rubbish and promoting recycling.

'We separate our rubbish'

Every employee contributes to proper waste separation in order to recycle valuable resources and reduce environmental impact.

Emissions reduction and environmentally friendly transport solutions

We strive to reduce our CO2 emissions by promoting environmentally friendly means of transport and avoiding special trips, thereby minimising our environmental impact.



Environment

Resource conservation and waste prevention

Our goal is to minimise resource consumption and prevent waste. This includes the efficient use of materials and the responsible handling of raw materials:

'We work as digitally as possible and reduce wasteful use of paper'

Our company strives to maximise digital work processes in order to save paper and reduce waste.

'When we are not at our desks, we turn off the lights'

By turning off lights and electronic devices when we are away, we actively contribute to reducing our energy consumption.

'We close the windows when we leave our workplaces'

'We turn down the heating during the warm summer months to save energy'

This helps us to avoid energy losses and minimise heating and cooling requirements.



Environment

Supplier management

We carefully select our suppliers and ensure that they also adhere to environmentally friendly practices. Together with our partners, we strive to use resources responsibly and minimise the environmental impact along the entire supply chain.

Supply chain

We strive to promote compliance with the contents of the CoC among suppliers as much as possible and to adhere to principles of non-discrimination in both supplier selection and in our dealings with suppliers.

Export controls and economic sanctions

Regulations under customs and foreign trade laws governing the import and export of goods, services, information and technologies must be observed. Particular attention is paid to, and compliance is ensured with the economic sanctions laws and regulations of the United Nations, the United States of America and the EU.

Counterfeit Parts

To identify and minimise the risk of counterfeit parts and materials entering the supply chain, we require suppliers to adopt, implement, and maintain effective methods and processes.



THANK YOU VERY MUCH
FOR YOUR COOPERATION