

## KORN CONSULT GROUP – Code of Ethics and Quality

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Preamble

The quality policy of KORN CONSULT GROUP mirrors in many points our attitude towards sustainability. Our purpose is to maintain this level also when acting in our social surroundings.

There is a principle that reflects in one image everything that KORN CONSULT GROUP stands for. It shows how each of us works as consulting company. Practical & customer oriented

**Quality is no coincidence, but the result of functional business processes™**

In this statement there are a lot of truths and values, which determine our daily work:

- Responsible and environmentally friendly handling of resources has an absolute priority.
- We protect the company of our customers against all possible risks.
- We appreciate and consider all customer information and treat them confidential.
- We protect our own company against financial risks.
- We improve our business processes continuously.
- We are obliged to offer credibility and honesty.
- Committed employees are the key to success.
- We promote motivation and reliability.
- We communicate openly and honestly.
- We create trust.

We create added value and satisfaction by bundling competences and know-how in a structured, open and honest communication culture.

For us it is also very important to integrate the best possible procedures in the environmental protection in all our activities:

- We use technology, which permanently reduces the water and energy consumption at the work place.
- We live our quality management system also with regard to social and health related needs.
- We take over the insurance protection of our employees against many risks resulted from the daily activity.
- We instruct all employees regularly into identifying danger symbols and their own safety.
- We count on biologically degradable detergents in refill packs.
- We promote the sustainability of business trips, like the favored use of train and ÖPNV.
- Our fleet and its maintenance are designed as to protect resources.

The management of KORN CONSULT GROUP shall check the state of the implementation of this strategy regularly. Quality is no coincidence.

The same procedure is assured for the Code of Ethics and Quality described in the following. This shall be met. It is important - for you as person and for the whole KORN CONSULT GROUP.

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1. Principles of the KORN CONSULT GROUP

KORN CONSULT GROUP is liable towards all its employees <sup>[1]</sup> to create and maintain a work environment, in which each of us is treated with respect and where individual features are appreciated and respected. The principle of the mutual respect is a leitmotiv of the management culture of the KORN CONSULT GROUP. This is marked by an open handling and the team work based on trust. Constructive solution approaches and mutual opinions (also across hierarchies) are explicitly welcomed, in order to obtain the best possible result for KORN CONSULT GROUP during debates.

KORN CONSULT GROUP is liable to meet the equality principle, independently on nationality, ethnic origin, age, disability, looks, other physical constitution, skin color, sexual orientation, religion and weltanschauung or other protected features. This also includes the respectful treatment of colleagues and their property.

KORN CONSULT GROUP does not tolerate any discrimination, no harassment, no insults and expects all employees to respect and appreciate the personality, the sense of value and the private space of each person. Harassment of any type is strictly forbidden. Any type of harassment shall be communicated immediately to the supervisor.

Harassments also include:

- Inappropriate and/or unwanted touching or body contact with an employee.
- Intimidations, threats or offending behavior towards an employee.
- Display of inappropriate materials (pictures, magazines etc.), which may offend other people.

KORN CONSULT GROUP appreciates and respects internationally applicable and recognized human rights and rejects any behavior, which is against these rights. A recognized human rights violation shall not be tolerated.

2. Scope of application

2.1 Mutual respect, honesty and integrity

Mutual respect and an open behavior as well as the honest cooperation are part of the code of conduct of KORN CONSULT GROUP. Constructive solution approaches and mutual opinions are welcome in order to obtain the best possible results for the company during the communication.

KORN CONSULT GROUP does not tolerate any discrimination, no harassment, no insults and expects all employees to respect and appreciate the personality, the sense of value and the private space of each person.

2.2 Environment protection and safety provisions

The efficient use of all resources is a mandatory contribution to a sustainable development of KORN CONSULT GROUP. In order to reduce the consumption of energy and raw materials during the execution of our services and management and to limit emissions at the same time, all possibilities shall be exhausted, in order to obtain optimally functioning business processes. In order to permanently assure the continuous improvement of environmental protection, KORN CONSULT GROUP lives its quality management system also with regard to social and health related needs. It contains various measures, in order to prevent pollution and to minimize the emission of greenhouse gas as well as other toxic substances. Through their actions all employees contribute to the environmentally friendly design of the services of KORN CONSULT GROUP. The company strategy of KORN CONSULT GROUP promotes the use of environmentally friendly technologies. Each KORN CONSULT GROUP location commits to the valid environment protection standard and meets the applicable laws and ordinances.

[1] These and other collective names comprise both male and female form.

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### 2.3 Business ethics guidelines

KORN CONSULT GROUP commits to the recognized sustainability standards in the fields work standards (meeting human rights, free choice of profession, condemnation of children labor and human trafficking, equality of chances/discrimination interdiction, freedom to unite and right to collective negotiations, fairness for wages, working hours and social services, health and work safety at the work place), environment protection and safety (responsibility for the environment, environmentally friendly products and production/services, product safety and quality) as well as business ethics (meeting of laws, fair competition, avoidance of conflicts of interests, maintenance of business secrets) and expects the same from its partners.

### 2.4 Relations with market participants, customers and interested parties

#### Officials, parties and holders

It is forbidden to grant advantages of any type to officials as well as representatives of state offices. In case of contributions to parties and political organizations as well as holders and candidates for political offices the applicable laws shall be met.

#### Behavior of customers and interested parties

KORN CONSULT GROUP expects his customers and other market participants to support the meeting of the applicable laws in their companies and to preventively act against criminal acts in their companies.

### 2.5 Avoidance of interest conflicts

KORN CONSULT GROUP unifies loyal employees with their team and makes sure that they do not come into such situations, in which personal or financial interests are in conflict with the ones of the company of its business partners. In this sense the code allows the employees of KORN CONSULT GROUP to accept or to make invitations to dinner to their customers in a moderate extent.

All business activities, which may harm the company, are forbidden. Examples are:

- Acceptance of presents or other favors from persons, who have business relations with KORN CONSULT GROUP.
- Acceptance of material values, cash, ware/service discounts

### 2.6 Money laundry, terrorism and other illegal actions

KORN CONSULT GROUP meets the provisions for the eradication of money laundry, corruption and terrorism financing. All employees support this purpose. Illegal actions are neither tolerated nor standed, but they are punished. Business relations are kept exclusively with serious customers, advisors and business partners, whose business activity agrees with the legal provisions and whose financial means have legal origins.

### 2.7 Handling of know-how, material values and documents

The property, the operational units, documents, technical work means, other material / intellectual property and the know-how of KORN CONSULT GROUP are used responsibly and exclusively for operational purposes.

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## 2.8 Honest conduct

The use of the internet for private purposes is regulated by individual work contracts of employees. Otherwise the access to webpages, which are against the principles of the code, is forbidden. Especially webpages with sexual content or contents, which promote racism or aggressive behavior. With regard to the external representation of KORN CONSULT GROUP all employees are responsible to represent their company in an appropriate manner and to leave a good impression with their customers.

## 3. Meeting of the Code of Ethics and Quality

KORN CONSULT GROUP and its employees are liable to meet this code and to check the implementation and meeting of the code of conduct in the daily work and to support it.

In order to make sure that this code is lived and implemented permanently, the upper management assures that recognized improvement possibilities are implemented into this code.

During the maintenance of the management system of KORN CONSULT GROUP the meeting of the code is considered also during the regular internal audits.

A violation of the code and its guidelines can have disciplinary consequences, event termination, and civil or penal consequences.

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