

Code of Conduct – Our values - your trust.

This Code of Conduct serves as a binding guideline for our actions within Group Factory Consulting GmbH and towards our customers, partners and other stakeholders. Our values and principles form the basis for our commitment to ensuring the highest levels of professionalism, integrity and quality.

1. Corporate values

1.1 Integrity

We always act honestly and transparently. For us, integrity means keeping our word, acting responsibly and remaining true to our ethical standards.

1.2 Confidentiality

Protecting the sensitive information of our customers and partners is our top priority. We always treat data and information with the utmost care and handle data - data protection regulations.

1.3 Customer Orientation

Our actions are consistently geared towards the needs of our customers. We strive to build relationships based on partnership, characterized by trust, reliability and appreciation.

2. Conduct in everyday business

2.1 Dealing with customers and partners

- We communicate openly and respectfully.
- Transparency and honesty form the basis of our cooperation.
- Customer interests are our focus, but never at the collaboration of ethical principles or legal requirements.

2.2 Handling internal processes

- Decisions are based on sound analysis and in line with our corporate values.
- We resolve conflicts in an factual and respectful manner.

2.3 Avoiding conflicts of interest

- We make every effort to separate personal interests from professional obligations.
- We promptly report any potential conflicts of interest in order to handle them transparently.

3. Compliance with legal and regulatory requirements

We are committed to complying with all applicable laws and regulations, particularly in the areas of data protection, competition law and compliance.

4. Communication and training

- Regular workshops: All employees participate in training sessions to internalize the principles of the Code of Conduct and integrate them into their day-to-day work.
- Refresher courses and feedback: We hold refresher courses and open feedback sessions at least once a year to keep the Code of Conduct up to date and relevant.

5. Integration into daily business

- Customer communication: The Code of Conduct is integrated into our contract design, offers and presentations to promote transparency and professionalism.
- Publication: The Code of Conduct is published on our website to clearly communicate our values and standards to customers, partners and the public.

6. Implementation and sanctions

Compliance with the Code of Conduct is mandatory. Violations of these guidelines are taken seriously and may result in disciplinary action up to and including termination of employment, depending on the severity.

7. Results and vision

Our goal is to create a trustworthy working environment in where our employees, customers and partners can rely on our professionalism and ethical standards. This code of conduct helps us meet our standards even as we grow and change.

Status: March 2025