

Compliance Standards for Suppliers

of the Intesia Group

Headquartered in Böblingen

Initials Contractor _____

Initials Principal _____

INTESIA GROUP COMPLIANCE GUIDELINES FOR BUSINESS PARTNERS

The Intesia Group (Intesia Group Holding GmbH, headquartered in Böblingen, and all its subsidiaries, hereinafter also referred to simply as “Intesia”) specialises in comprehensive solutions for facility management processes across the four key areas of building management: organisation, services, technology and energy, with business segments including waste and recycling management, building cleaning, building services, energy optimisation and electromobility.

Thanks to the modular system, clients can choose services according to their individual needs and preferences, ranging from individual services through combinations of several modules to the Intesia full service in one or more of these areas. In doing so, Intesia focuses in particular on quality improvement, risk minimisation and cost optimisation for building management and – unlike a pure consultancy firm – also supports the implementation of developed concepts in day-to-day operations or takes this on itself. Quality assurance and monitoring are also included. Furthermore, Intesia offers comprehensive support in the area of ESG reporting.

For Intesia, compliance with the law is just as much a matter of course as responsible and ethical corporate governance. In addition to our own Code of Conduct, internal guidelines set out standards for our employees in this regard. Accordingly, we at Intesia also expect our business partners and suppliers to act in a lawful and ethical manner, characterised by mutual trust and respect; Legal violations damage the company’s reputation and may result in legal sanctions. For a trusting working relationship, it is of fundamental importance that legal compliance and adherence to these values are also sought by other business partners subsequently involved in the business relationship.

These compliance standards apply to all business partners and suppliers of the Intesia Group, as well as to other partners or third parties working on behalf of an Intesia Group company, and set out the fundamental requirements applicable to them. When engaging subcontractors, business partners and suppliers must ensure that these compliance standards are adhered to and must work to ensure compliance within the existing supply chain.

Anti-discrimination – Respectful conduct towards one another

The Intesia Group does not tolerate any form of discrimination or harassment in the workplace. Discrimination by business partners and suppliers in the course of a business relationship with Intesia is also strictly prohibited. Mutual respect is essential for a successful business relationship. Personnel-related decisions must be made free from any form of discrimination.

Data Protection – Confidential Handling of Information

The Intesia Group strictly adheres to regulations governing the protection of personal data and confidential information. Business partners and suppliers must comply with the applicable laws to protect all personal data and confidential information received or otherwise obtained in the course of their business relationship with Intesia, and must take all necessary and feasible security measures to safeguard confidentiality. The use of personal data and information must be limited to the necessary minimum. Furthermore, business partners and suppliers must treat all business data and information received or otherwise obtained concerning the Intesia Group as strictly confidential, even beyond the business relationship; they must not use such data and information for their own purposes and, in particular, must protect it in an appropriate manner against unauthorised access. Business partners and suppliers shall ensure that they maintain an appropriate standard of technical security against unauthorised access to data and information, in line with the current state of technology and applicable legal requirements.

Avoidance of Conflicts of Interest

The Intesia Group expects its business partners and suppliers to avoid conflicts of interest in connection with, and for the duration of, their business relationship with Intesia. Other business activities must not be carried out to the detriment of Intesia. Any potential conflicts of interest must be reported to Intesia in good time.

Handling of Benefits

The Intesia Group expects its business partners and suppliers to take great care, both in general and particularly in relation to their business dealings with Intesia, to ensure that any appearance of dishonesty is avoided when dealing with benefits, especially in the form of gifts or invitations. The conduct of business partners and suppliers, their employees and any persons engaged in business activities must not result in any personal dependence, obligation

or influence from or towards third parties, nor must it seek to obtain unfair business advantages.

Benefits must not be misused for the purpose of exerting influence. Benefits to employees of the Intesia Group or persons closely associated with them shall only be granted if they are appropriate in nature and scope. This requires, in particular, that the benefit can be regarded as minor and is the result of or an expression of generally accepted business practice. Accordingly, no inappropriate advantages or benefits may be demanded from employees of the Intesia Group.

Anti-corruption and Anti-bribery

The Intesia Group does not tolerate any form of bribery or corruption, or the acceptance or offering of any form of advantage. Conduct on the part of business partners and suppliers that could give the impression of unfair influence or interference will not be tolerated. The Intesia Group expects business partners and suppliers to comply with applicable international conventions and national laws prohibiting corruption, and neither to offer benefits of any kind to third parties, directly or indirectly, nor to secure benefits for themselves or others, directly or indirectly. In particular, no unlawful payments of any kind will be tolerated in business dealings with public authorities and public officials.

Anti-money Laundering and Financing of Terrorism

The Intesia Group has put in place risk-based precautionary measures to prevent money laundering and the financing of international terrorism, in accordance with legal requirements and the guidelines issued by the supervisory authorities. Intesia expects its business partners and suppliers to comply with their legal obligations regarding the prevention of money laundering and not to engage in any such activities.

Protection of Competition

The Intesia Group does not participate in illegal anti-competitive agreements or practices, in particular collusion with competitors regarding prices, terms and market sharing. Intesia expects its business partners and suppliers to conduct themselves fairly in competition and to comply with the legal provisions of antitrust and competition law. Participation in agreements that contravene antitrust law, as well as any other form of concerted behaviour by competitors, is just as unacceptable as participation in the unauthorised exchange of competition-relevant information or the abuse of any dominant market position that may exist.

Occupational Health and Safety

The Intesia Group expects its business partners and suppliers to comply with the relevant legal requirements regarding health and safety in the workplace.

Working Conditions and Fair Remuneration

The Intesia Group expects its business partners and suppliers to comply with the applicable legal regulations on working hours and to ensure that their employees receive appropriate remuneration in accordance with the relevant legal provisions. Where no statutory or collective agreement provisions on remuneration exist, remuneration should be based on standard industry rates for the locality and enable employees to maintain a decent standard of living.

Combating Unlawful Employment and Undeclared Work

The Intesia Group expects its business partners and suppliers to comply with national and international laws and regulations governing the employment of staff; Intesia does not tolerate the illegal employment of staff or undeclared work.

Human Rights – Prohibition of Child Labour and Forced Labour

The employment of children and young people is prohibited under the UN Convention on the Rights of the Child and the conventions of the International Labour Organisation (ILO). Furthermore, a statutory minimum working age applies in each case. Forced and compulsory labour are also prohibited. The Intesia Group expects its business partners and suppliers to ensure compliance with fundamental human rights in accordance with the applicable national regulations, to prohibit and refrain from any form of child and forced labour, and to uphold existing labour rights. Furthermore, the rights of minorities must also be respected and protected. This responsibility also applies to employees who are employed through agencies or other intermediaries.

Environmental Protection

The Intesia Group expects its business partners and suppliers to comply with applicable environmental laws and regulations, as well as with standards and procedures relating in particular to energy conservation, waste management, wastewater treatment, and the handling and disposal of chemicals and other hazardous substances used in specific cases. In doing so, the aim is to use energy, water and raw materials as efficiently and carefully as possible, whilst also promoting the use of renewable resources and minimising waste, environmental damage and harm to health.

Reporting of Concerns

Any concerns regarding potential breaches of these Compliance Standards or other legal or operational regulations of the Intesia Group, whether committed by oneself or by business partners, suppliers, or third parties engaged by them in the course of the business relationship with Intesia, may be reported to the Intesia Group's Compliance Officer. Similarly, questions



regarding the Compliance Standards or other issues arising in this context may be directed to the Compliance Officer at any time.

The Compliance Officer can be contacted by email at compliance@cpl.legal or by telephone on +49-711-490650-20