

KNAPP

Code of Conduct

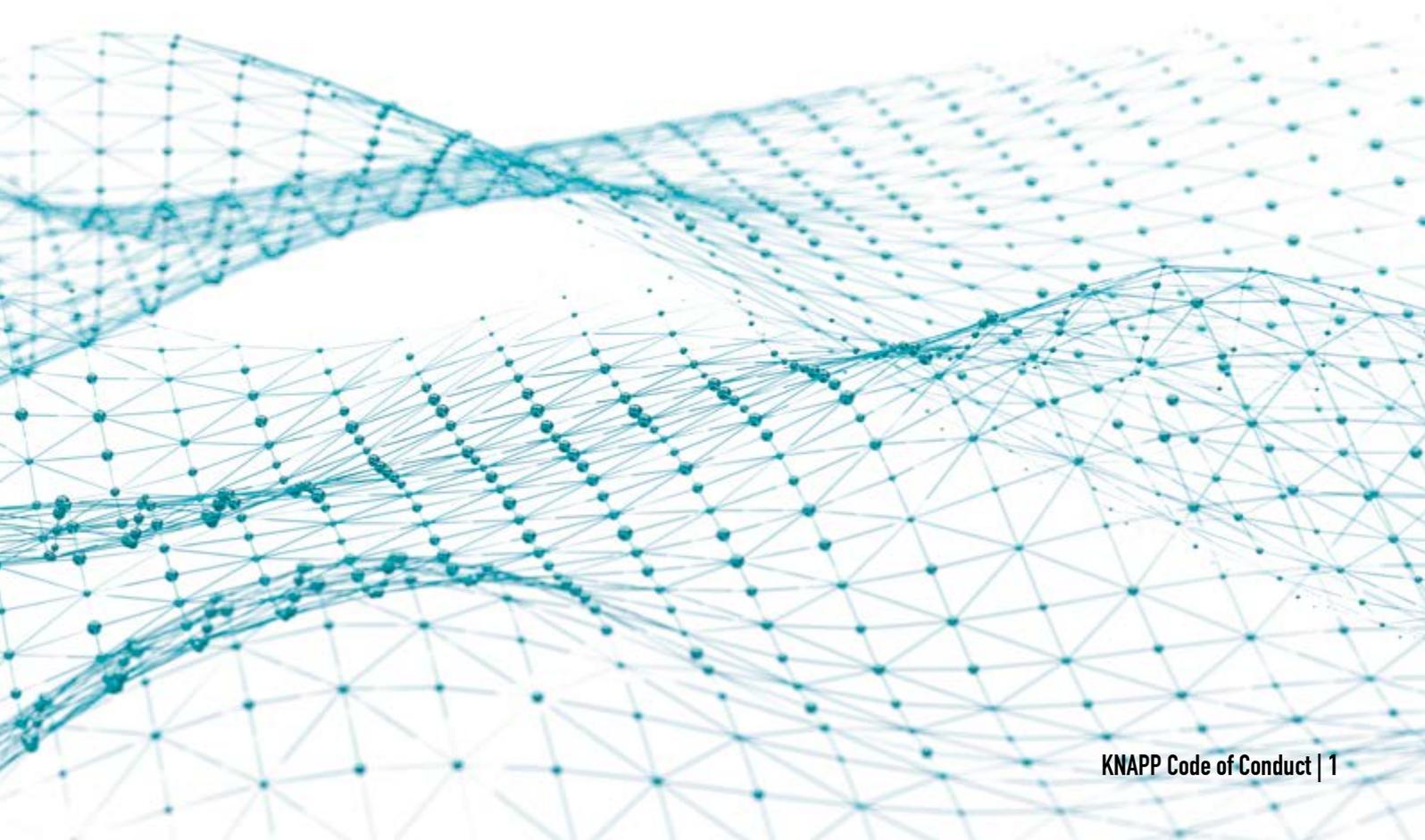


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Preamble

Making complexity simple is not just our motto, it is the objective of all our activities within the KNAPP group.

This aspiration is reflected in our Code of Conduct, which provides a binding framework for responsible business.

The KNAPP Code of Conduct sets the minimum standard for decisions and actions within the KNAPP group with respect to business partners and the public.

It applies to employees on all levels of the KNAPP AG, the subsidiaries and associated companies worldwide, and where applicable, as to business partners in the value chain.

By observing the Code of Conduct, both employees and, where applicable, business partners do their part to ensure that the companies of the KNAPP group are and will remain reliable partners and continually improve.

Any changes made to the KNAPP Code of Conduct will be communicated to our employees through the KNAPPnet intranet platform. The current version is available on the KNAPP website.

Observing the policies in the KNAPP Code of Conduct is obligatory for our employees; for our suppliers, the Code of Conduct for Suppliers and Service Providers of the KNAPP Group¹, applies.

As a modern, international group of companies, KNAPP places great importance on appreciation and openness, especially with respect to equal rights for all people. At the same time, we are serious about our motto **making complexity simple**. When it comes to communication, both internally and externally, KNAPP endeavors to use gender-neutral language whenever possible.



Gerald Hofer
Chief Executive Officer



Christian Grabner
Chief Financial Officer



Franz Mathi
Chief Operations Officer

Gerald Hofer

Christian Grabner

Franz Mathi

¹ https://www.knapp.com/wp-content/uploads/knapp_suppliercoc_2022_en.pdf



2.1 Our values and ethical principles

The company values are **reliability, courage, openness, appreciation and creativity**, and form the basis of our positive corporate culture. Across all areas and phases of business development, KNAPP values social fairness, diversity reflected in a positive, respectful approach to the individual, a strong foundation of trust as well as a conscientious attitude.

Through communication, creative freedom, the active involvement of employees in making decisions and the continual improvement of our processes are fundamental to our open corporate culture. As a **business with a strong focus on**

sustainability, we are aware of our responsibility and conduct our entrepreneurial actions in consideration of our ESG² goals.

We strive for sustainable development, based on economic performance, corporate responsibility and ethical principles. With **integrity, fairness and sincerity**, we respond to the interests of our employees and business partners.

The KNAPP Code of Conduct applies to all employees and stands for a clear commitment to integrity, responsible action and the respectful treatment of others.



Regardless of the country or region in which we are acting, our top priority is to respect and comply with the national/local laws and regulations. We are aware that these can vary from location to location and we always work to keep informed on the latest legal requirements and to integrate these into our business practices. This is a fundamental part of our obligation for legally compliant and ethical business practice.

- By ensuring legal compliance we create trust and lay the cornerstone for sustainable success.
- We continually improve our business practices and adapt them to the changing legal requirements and ethical standards.
- We live a corporate culture in which compliance with laws is a matter of course and transparent.

Compliance with the respective laws and the minimum standards set in the **Code of Conduct for Suppliers and Service Providers of the KNAPP Group** by our business partners is also a requirement for working with our business partners.

3.1 Prevention of corruption and bribery

Combating and preventing corruption is a requirement for upstanding, reliable behavior.

Corruption or bribery can result in significant and irreparable damage to any organization and contradict our corporate culture.

Therefore, we act strictly in accordance with the legal provisions for the prevention of corruption or bribery and in accordance with the provisions of the United Nations Convention against Corruption.

We do not tolerate any activities that would result in the suspicion of active or passive corruption or bribery.

Special care is required regarding all interactions with public officials³, because the anti-bribery provisions are more strictly applied than in the private sector. This includes government officials, civil servants or employees of the authorities.

All incidents and justified suspicions are to be communicated and reported directly via the KNAPP group Whistleblowing Platform.



Red flags

The following behaviors of public officials are red flags:

- Public officials asking for donations, licenses, authorizations or permissions.
- Third-parties recommended by the public official are to be commissioned.
- In the enforcement of regulations, exceptions to the rule are offered.

3.2 Acceptance of gifts

Any type of active or passive corruption is strictly prohibited. This includes the direct or indirect acceptance or granting of money, gifts, promises or other advantages, to gain or grant inappropriate business or personal advantages. This applies further to third persons or intermediaries. Particularly in the case of public officials, such as public administration personnel, any granting or acceptance of an advantage is to be strictly rejected.

Gifts or invitations are often part of normal business practice and, when not prohibited, can be harmless when made in the setting of a normal business relationship where they cannot have an undue or unlawful influence on decisions.

As soon as a gift or invitation exceeds an acceptable value⁴, or could be interpreted as an attempt at bribery, it must be rejected.

All such occurrences must be properly documented and disclosed if necessary in accordance with our internal processes⁵.



Warning signs

Or, how do I determine that a gift is inappropriate or represents illicit influence:

- The gift has an unusually high value in comparison to the usual corporate gifts.
- Regular gifts from the same giver that go beyond typical polite gestures.
- Gifts are offered at the time of important business decisions, contract negotiations or calls for tender.

Sponsoring and donations

We affirm that donations or sponsorships are not used to influence business decisions and are always in line with statutory provisions. Donations and sponsorships that are directly or indirectly given to political parties, election campaigns or individual political candidates are not allowed. Similarly, donations and sponsorships for organizations where there might be a conflict of interest are also not allowed. Any form of support provided must be transparent, traceable and in line with our ethical principles.

Examples of prohibited donations or sponsoring

- Direct or indirect contributions to political parties, election campaigns or individual political candidates to gain business advantages
- Donations to organizations where there is a conflict of interest

3.3 Conflicts of interest

A conflict of interest arises when the personal or private interests of employees or business partners collide with the interests of KNAPP, or appear to do so from the perspective of an uninvolved third party.

These situations can have an adverse affect on the company's integrity and decision-making as objective decision-making in the best interest of the company is called into question when someone personally benefits.

This can lead to the loss of trust among customers, business partners and the public, is damaging to the company's reputation and can ultimately result in legal consequences.



What is the right thing to do?

- ✓ Possible conflicts of interest must be immediately reported to the respective manager as soon as they occur or even if they are only suspected.⁶
- ✓ We want to ensure that independent and objective decisions are made.

Examples of conflicts of interest:

Cronyism, nepotism

A colleague commissions a company of a family member or other person with whom they have a close personal relationship to provide services to KNAPP.

- A conflict of interest is present when this colleague has the power to make the decision regarding the placement of the order.
- If the colleague does not influence the decision-making process about the commissioning and the contract is awarded transparently and fairly, then there is no conflict of interest.

Financial interests

A colleague owns shares of a business partner or competitor of KNAPP.

- A conflict of interest is present when this colleague has influence over the business decisions concerning the business partner or competitor.
- There is no conflict of interest if this colleague does not have the power to make decisions pertaining to the business relationship.



Warning signs

- Favoring specific business partners (suppliers or service providers) for no comprehensible reason
- Agreeing to unusually advantageous conditions for specific parties.

Reflect on it:

- Might my colleagues, managers or others view my decisions as not being objective?
- How would my decision be viewed by market competitors or suppliers?
- Am I allowing my personal interests to influence my actions, favoring certain suppliers, colleagues or other persons over others?
- How would a neutral third person weigh up the situation?

3.4 Fair competition

We believe in fair competition and strive to build up our position in the market through our performance, innovative technologies and quality. We strongly oppose measures that distort competition as well as unethical or illegal practices and therefore strictly adhere to all national and international competition and antitrust laws.

Any form of price fixing, anti-competitive market sharing or bid rigging with competitors is rejected out of principle and we are committed to transparency and fairness in all our business activities.

We strongly oppose exchanging confidential information regarding prices, market strategies or other information relevant to competition with our competitors.



Warning signs

For possible unfair competitive practices:

- Business communication that does not go through transparent, official channels.
- Exclusive agreements with business partners that serve no purpose relative to business and that could be anti-competitive.
- Agreements to exclude certain business partners, such as suppliers, from the market.

⁴ An amount less than EUR 100.-- is a good reference.

⁵ Report the occurrence at compliance@knapp.com.

⁶ You can report it alternatively at compliance@knapp.com.



4 Preventing money laundering and combating terrorist financing

Reliability is vitally important when dealing with the legal requirements surrounding the prevention of money laundering, which is why we make every effort to prevent such activities. All employees are made aware of this issue and are asked to immediately report any unusual or suspicious activities to the competent bodies. Preventing such incidents affects us all.

Therefore all employees with a reasonable suspicion or knowledge of this type of violation must report it to their manager. Alternatively, tips can be given using the KNAPP Whistleblower Platform⁷.

We will conscientiously investigate all relevant tips as a matter of principle and, if necessary, take the appropriate external and internal actions.

 **Warning signs**

- Unexpected or unusually high money transfers from high-risk countries.
- Transactions that appear to serve no business or legal purpose.
- Missing information pertaining to proof of identity.

All business partners of the KNAPP group are also expected to make clear their commitment to preventing money laundering and combating terrorist financing, and to comply with the relevant laws and similar mechanisms.

⁷ <https://www.knapp.com/whistleblowing/>

5 Export control and tax strategy

As a globally active group of companies, we are obliged to ensure correct compliance with national, international and supranational foreign economic and customs regulations and to carry out all the available measures required for compliance. Thanks to the internal export control system, in every case and at every time we follow all export control-relevant regulations and strive to act in an exemplary manner with respect to export control and to cooperate with authorities worldwide whenever necessary.

KNAPP undertakes to comply with tax laws. KNAPP is aware of the increasing complexity in the area of tax laws across the globe. In keeping with the KNAPP Code of Conduct, it is therefore KNAPP's concern to understand, comply with and pay taxes according to the separate tax laws.

KNAPP is also aware that the tax situation in international business transactions is not always conclusively regulated and adjudicated and therefore often leaves room for interpretation. However, KNAPP recognizes their clear responsibility to comply with the various laws of the respective countries and minimize tax risks to the best of their knowledge. This applies to taxes as well as for customs and other duties. Tax benefits are used responsibly according to legal provisions.

Each year, KNAPP submits a Country-by-Country Report (CbCR) to the Austrian tax authorities for the KNAPP group. This is completed according to Action 13 of the OECD Inclusive Framework on Base Erosion and Profit Shifting (BEPS).

The group companies and production sites are founded in countries according to our operational requirements. KNAPP avoids establishing subsidiaries in countries which do not meet the international standards for transparency, unless this is necessary for operational reasons and does not conflict with the Code of Conduct of the KNAPP group.

Transactions between companies of the KNAPP Group are conducted at arm's length prices and in accordance with the currently applicable OECD principles.

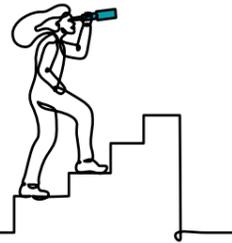
KNAPP avoids aggressive tax planning and artificial tax arrangements. Tax payments are made according to the operational business activities and following the principle "tax follows business" – thus all transactions are business related.

To make compliance with this procedure possible, targeted process steps were implemented and a tool developed that allows KNAPP to query the relevant tax legislation of the individual countries to ensure as early as during the sales process that legal requirements are considered and accounted for in operational business.

6 Workplace culture

We believe that a respectful, safe work culture is an important basis for company success. It is important for the satisfaction of our employees and our stakeholders and helps us to live up to the company values we agree upon and hold up.

Our five values lay the foundation for excellent collaboration with colleagues, customers, and external partners. Each of us plays a significant role in embodying our values in all areas and thereby strengthening our positive company culture. Our managers are guiding figures who set a good example for us all.



COURAGE

- We bring ideas to the table and critically assess existing processes and structures, to boost our innovative power.
- We pro-actively seek out constructive discussion with colleagues to optimize our way of working.
- We think outside the box and develop new approaches together.
- We do not shy away from problems. We address them so that we can find solutions and avoid conflicts.
- We dare to design something that we cannot foresee: the future.



RELIABILITY

- We can rely on one another and we keep our promises.
- We define clear goals and expectations, to ensure smooth collaboration.
- We understand the work steps before and after our own and ensure that we maintain quality standards.
- We help the company to succeed through performance-oriented actions.



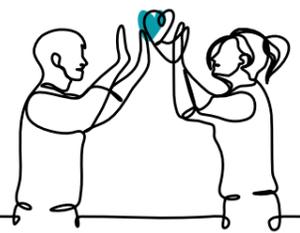
CREATIVITY

- We create space for creative work to encourage talent and new ideas.
- We are innovative, adaptable and actively drive change.
- We master challenges by adopting new approaches.
- We value our working environment and utilize creative possibilities for further development.



OPENNESS

- We value diversity and promote inclusivity by being open to different cultures, ways of thinking, and personalities.
- We give each other space and support to try out new approaches.
- We embrace a healthy error culture and see feedback as an opportunity to continuously improve.
- We all bring different experiences, education, and perspectives – and this is a good thing. Diversity is what sets us apart and makes us successful.



APPRECIATION

- We appreciate the skills and experience of each and every colleague and treat each other with respect.
- We recognize good work and take time to give constructive feedback.
- We appreciate the creative freedom and the trust that is placed in us.
- Our passion for our work and positive workplace community help us to succeed together.

6.1 Diversity, equity and inclusion

At KNAPP, we strive to create a work environment marked by diversity, equal opportunity and inclusivity. Diversity enriches our company, promotes innovation and includes different perspectives in the decision-making process.

We are convinced that people are more motivated, goal-oriented and satisfied in their work when they are valued for who they are, and bring their full potential and push their boundaries in their work.

We recruit talent from diverse places in the world. We offer working conditions, development and career opportunities that apply to all employees regardless of origin, nationality, ethnicity, religion, skin color, language differences, age, physical characteristics, biological or social sex, sexual orientation, marital status, socioeconomic status and physical, mental and developmental abilities.

Any type of discrimination or intolerance has no place at KNAPP and will not be tolerated or ignored. We comply with all applicable labor and employment laws that prohibit discrimination and harassment.

We encourage all colleagues to address perceived remarks and acts of discrimination and harassment and, if desired, to report them confidentially.

We don't just profess diversity and inclusion, but rather express it through our daily engagement and all our interactions and decisions.



How can I make a positive contribution to our workplace culture?

- I treat all colleagues, business partners and stakeholders with appreciation, respect, candor and interest.
- I support my colleagues actively in team tasks or offer help even when it is not my direct responsibility.
- I enable all colleagues to develop equally in their professional environment.
- I search proactively for solutions and accept responsibility.



What are warning signals indicating a possible conflict with our values?

- Lack of interest or participation in discussions or meetings, blaming instead of finding a solution to the problem together.
- Discriminating against colleagues through comments and actions.
- Tolerating and ignoring observed discriminatory behavior or remarks.

Through regular reflection and recognizing warning signals, we can promote and maintain an open, appreciative and inclusive work environment.

Maintaining and strengthening an appreciative work environment are central elements of the corporate culture. This is why KNAPP has set up avenues for advice and intervention for effectively handling social misconduct in the workplace.



7 Human rights, Workers' rights

The respect for and observance of the international recognized human rights within our sphere of influence is a matter of course. Since we have always acted in accordance with the principles of the United Nations (UN) Global Compact⁹, we have decided to reaffirm this commitment by joining this compact.

We have been an official participant in the UN Global Compact since 2024.

We firmly believe in providing fair and respectful working conditions for all employees and stakeholders and attach great importance to the observance of and compliance

with the Universal Declaration of Human Rights as well as other international standards and national laws.

Our activities are guided by

- The Universal Declaration of Human Rights,
- The United Nations Global Compact,
- The United Nations Guiding Principles on Business and Human Rights as well as
- The relevant International Labour Organization Conventions (ILO)

even if our self-imposed standards are often higher than these minimum requirements.

7.1 Ban on child labor and forced labor

We reject all forms of child labor categorically and take all the necessary measures to prevent it in our sphere of influence. In line with the ILO Conventions⁹ and the respective national legislation, apprentices are under-age workers and are only employed at the age of 15, with particular care being taken to ensure that they do not carry out dangerous activities and that night work is excluded for them.

Our responsibility towards young people is part of our comprehensive commitment to fair working conditions. Furthermore, we strictly reject any form of forced labor or modern slavery. All our employment contracts are based on the free will of our employees in accord with the ILO Conventions. All employment relationships can be terminated by employees of their own free will, taking the agreed legally compliant deadlines into account.

7.2 Workers' rights

We respect and greatly value our employees. We are mindful of and respect the general international and national workers' rights not only from the perspective of legal conformity.

It is a matter of concern for us and a matter of course:

- To strictly observe the applicable working time and rest period regulations including breaks and overtime, holidays and parental leave;
- To implement the right to appropriate remuneration considering the respective local collective agreement, industrial standards and applicable laws;
- To implement the right of our employees to form or join interest groups;
- To allow for the free and independent election of workers' representatives;
- To respect the right of our employees to engage in collective bargaining.

We will not tolerate unlawful behavior by security personnel towards our employees or other stakeholders. We oblige the contracted service providers to comply with internationally recognized human rights and environmental regulations.

KNAPP does not obligate employees to surrender or deposit identification or personal documents in the original form as a requirement for employment. Security deposits deposited by the employee are also excluded whether their purpose is to secure a job or accommodation, or to obtain tools, training or equipment necessary for the work.

7.3 Indigenous people and local communities

We pay attention to the livelihoods and health of local communities and indigenous peoples. We take into account risks such as pollution, deforestation and improper handling of waste to protect their rights. We reject the destruction of cultural places and forced evictions.

Our goal is to minimize the disruption to the population during construction work and operation and to use environmentally friendly processes.

⁹ <https://unglobalcompact.org/>

⁹ ILO Conventions No. 138 on minimum age and No. 182 on the prohibition of child labor and immediate action to eliminate the worst forms of it.



8 Corporate due diligence obligations

At KNAPP, we are aware of our responsibility for not only offering high-quality, innovative solutions, but also to exercise a positive influence on the society, environment and our business partners. This responsibility is reflected in our due diligence obligations to ensure respect for human rights, environmental protection and ethical business practices in our sphere of influence.

At KNAPP

- ✓ we are transparent and proactive with our partners and suppliers through clear communication to ensure that our values and standards are adhered to.
- ✓ we take our responsibility seriously to actively contribute to the improvement of social and ecological conditions thereby ensuring long-term success.

8.1 Supply chain responsibility

Our responsibility does not end at the border of our own business activities. We expect our business partners, suppliers and subsidiaries to maintain the same high standards that we do. In our careful consideration of suppliers and partners, we pay attention to compliance with human rights, fair working conditions and the respect of environmental standards all along our value chain.



Warning signs

which could indicate abuses or risks:

- Reports of bad working conditions at a supplier or partner
- Insufficient documentation or inadequate transparency
- Indications of environmental violations or unethical business practices

Where potential negative impacts along our value chain are detected or suspected, these can be reported through our KNAPP Whistleblowing Platform.¹⁰



What are the central elements of our company due diligence obligations?

- The proactive and systematic identification and evaluation of potential or actual negative impacts along the value chain.
- Creating plans for action to prevent or reduce the impacts based on the analyses.
- To prevent or reduce risk, comprehensive mechanisms are implemented, regularly checked and adapted.

8.2 Conflict materials

We endeavor to not procure or process any goods or commodities that entail so-called conflict materials whose extraction could lead to human rights violations or to the financing of violent conflicts in the respective regions, and consider the due diligence procedures resulting from the relevant laws. In this regard, compliance with the *(EU) 2017/821 Conflict Minerals Regulation* as well as the *OECD Due Diligence Guidance for Responsible Supply Chains of Minerals from Conflict-Affected and High-Risk Areas* is particularly relevant when selecting suppliers.

¹⁰Accessed through whistleblowing@knapp.com or knapp.com/en/whistleblowing.



9 Environment

We strive to minimize our environmental impacts and to successfully master the sustainability challenges of the present and future.

Every employee carries responsibility for eco-friendly behavior and to observe the following principles:

At KNAPP

- ✓ We use a standardized approach across the entire value chain to ensure a holistic view across the various aspects of sustainability.
- ✓ We evaluate these aspects using key figures and communicate our progress transparently.
- ✓ We are able to better support our customers thanks to improvements to our sustainable product portfolio.
- ✓ We work to ensure our suppliers comply with high-level sustainability standards.

We reduce waste by recycling and proper disposal and give preference to environmentally friendly alternatives. This includes promoting the use of reusables and reducing single-use plastics in our offices and production halls. We choose suppliers and products supporting eco-friendly practices, favoring local and sustainable materials. This means that we pay attention to their environmental sustainability when

sourcing materials and services, and give preference to suppliers who have a proven track record of sustainable practices.

We promote awareness and knowledge with regards to environmental protection through training and informational campaigns so that everyone understands the importance and impact of their actions on the environment. Regular workshops and training help our employees integrate eco-friendly practices into their daily work and develop innovative solutions to environmental problems. Finally, we are committed to improving our environmental performance by regularly reviewing and adjusting our environmental goals and measures. This includes conducting environmental audits, monitoring our progress and adjusting our strategies to ensure that we always apply the best practices and achieve our environmental goals.

now4tomorrow



How can I do my part?

- I use public transportation or a carpool to reduce carbon emissions.
- I properly sort recyclables and waste.
- I obtain training on the topic of environmental protection.
- I actively encourage my team to be eco-friendly.



10 Health and safety

We actively promote awareness with regards to health and safety, provide a safe working environment and continually work to maintain a positive culture for the well-being of our employees.

At KNAPP

- ✓ We act professionally as a partner to our stakeholders in all concerns related to health and safety.
- ✓ Our managers work to maintain a culture that promotes ongoing improvement in health and safety at all levels of the organization.
- ✓ Global occupational health and safety management establishes a global standard for safety and health with clear processes, harmonized tools and an open communication philosophy.
- ✓ We offer all employees in selected companies of the KNAPP Group the opportunity to participate in the KNAPPvital program and to take advantage of occupational health coaching to improve their personal well-being.

Compliance with all applicable laws and regulations pertaining to occupational health and safety is a matter of course. We also expect this compliance from our customers, partners and employees, together ensuring a safer and healthier working environment.

We do not tolerate employees working under the influence of alcohol, drugs or other intoxicants. Employees experiencing problems with drugs, alcohol or medication, or mental stress can turn to their manager or the company doctor in confidence, to help find a solution.

The health and safety management system at KNAPP is certified according to ISO 45001:2018 and is monitored and continually improved through regular internal audits and inspections, as well as external certification audits.

THINK SAFE – WORK SAFE – BE SAFE



11 Handling company data and data protection

11.1 Information security

We protect our business processes and secure our reputation through our shared commitment to information security.

Through our shared commitment to information security, we identify and protect our company-owned and business-relevant assets from possible threats and help ensure our business operations and mitigate or prevent economic loss.

We live by information security in all of our business processes in that we:

- ✓ Identify aspects pertaining to information security,
- ✓ Inform the person in the responsible position and,
- ✓ Continually and proactively monitor compliance.

We treat sensitive information concerning the KNAPP group or their business partners confidentially. We take our responsibility seriously and only pass this information on to authorized persons. In handling information, we follow our company's policies and guidelines, as well as our contractual and legal obligations. We are aware of our obligations to keep information confidential and protect it from unauthorized transfer and misuse.

Compliance with these obligations is not just a priority for us, we expect the same standards

to be implemented and followed by our business partners. As with our products, we take on a leading role in information security, always striving for the state-of-the art.

We orient ourselves towards best practices and implement them across the entire KNAPP group as standard. For topics involving information security, awareness-raising has top priority. The KNAPP CSIRT (Cyber Security Incident Response Team) provides help as the first point of contact for coordinating the response to security incidents and is responsible for the further development of information security.

FAQ

We involve the CSIRT¹¹ when:

- Conspicuous behavior is detected that could impair the information security of the KNAPP Group;
- There are questions about the IT guidelines;
- Risks and vulnerabilities are identified which require mitigation.

11.2 Data protection and security for personal data

We are committed to comprehensive data protection and the protection of the privacy of our employees as well as our customers and business partners. In this context, compliance with the applicable data protection laws is crucial and mandatory for all subsidiaries of the KNAPP group. For this reason, all employees are obliged to maintain confidentiality. The regular completion of the required training courses ensures that everyone is informed of the relevant processes and procedures and can apply them consistently in their everyday work.

The need-to-know principle also applies here: Our employees only have access to personal data and other sensitive information that is required for them to fulfill their work.

Principles of personal data processing at KNAPP:

- ✓ We express openness through the principles of transparency and accountability.
- ✓ We only process personal data for defined and legitimate purposes according to the principle of good faith.
- ✓ Personal data is only processed to the extent necessary for the purpose.
- ✓ We do not keep saved personal data longer than required for the purpose or for longer than allowed by law.
- ✓ We implement the right technical and organizational measures to help protect the integrity and confidentiality of personal data, thus demonstrating reliability.

In order to comply with our legal and contractual obligations towards our business partners, we have implemented numerous measures to prevent data breaches (personal data breaches). This includes the unintentional or unlawful destruction, loss or alteration of personal data or the unauthorized publication or unauthorized access to personal data.

If something suspicious occurs despite these security measures, this must be immediately reported to the office responsible for data protection and IT security.

FAQ

How can I do my part?

- I do not save data any longer than necessary when the data is not automatically deleted.
- I uphold the need-to-know principle and handle personal and sensitive data confidentially.
- I report suspected data breaches immediately to the responsible person in my organization.
- New processing activity or software are always reported before being started.
- I uphold the internal data protection guidelines.

TOGETHER, WE KEEP IT SECURE

¹¹ csirt@knapp.com

¹² In case of doubt, you can always contact datenschutz@knapp.com and csirt@knapp.com.

12 Quality management

We seek to provide solutions, products, and services that meet our customers' needs and exceed their expectations.

Quality management is an important part of our company identity and plays an important role in our continued success. Anchored in the nuts and bolts of our everyday work, it makes sure that we can always live up to the highest requirements of our customers. This strengthens the trust our customers place in us and motivates our employees to work together with commitment to keep our company developing positively over the long term.

By promoting individual responsibility and innovation, each person contributes to optimizing the quality of both our products and services, bringing us forward as a company.

12.1 Open and honest with regard to errors

To err is human and despite all our efforts to prevent errors, they still do occur. We understand our responsibility with respect to managing errors and document them in precise detail. This helps us to avoid defects in the future, optimize processes and gain valuable insights through systematic evaluation and understanding of their causes.

Working together like this results in the continuous improvement of our work processes.

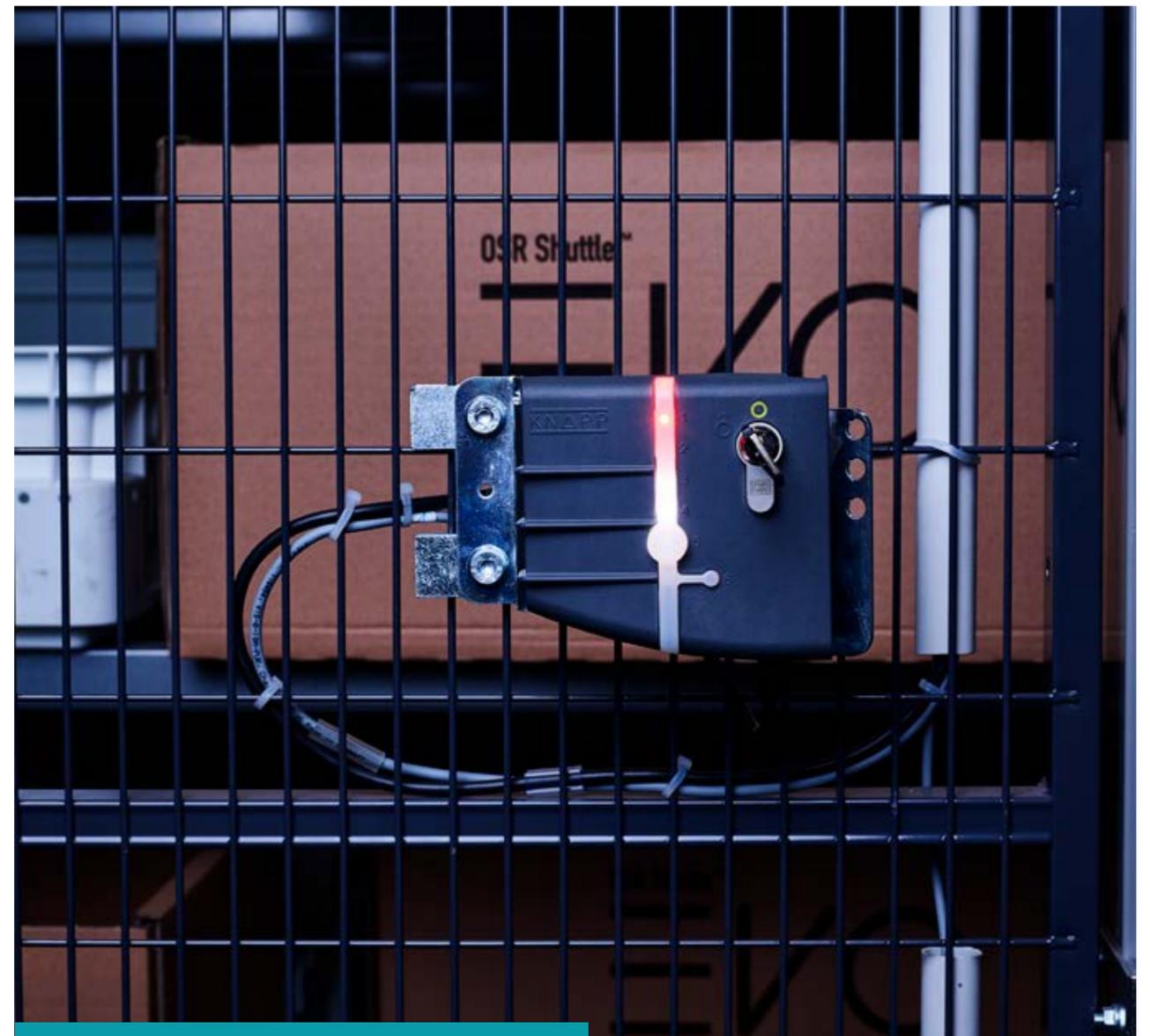
FAQ What is the right way to handle errors?

- I report known errors right away.
- I work actively to correct them.
- I communicate openly regarding the causes and effects they have.

We want to promote a culture of learning from mistakes and developing further, seeing errors as a chance for improvement.

At KNAPP we encourage all our employees to report defects and errors without fear of consequences.

QUALITY STARTS WITH EACH OF US



13 Machines and product safety

As a manufacturing company, one place where our company value of reliability plays a very important role is in the safety of our products. We always factor in the current state of the art in the country in which our technologies are used as well as the individual needs of our customers in order to provide the market with customized but safe installations. When something is unclear with respect to our products, we are always willing to listen with an open mind and are always solution-oriented.

However, if there are any problems or concerns about the safety of our products, we always act in alignment with our company values openness and courage, and bring these issues to our safety officers or to the responsible manager, so that working together we can find a solution.



14 Addressing risks and opportunities

We are committed to dealing responsibly with respect to addressing risks and opportunities. This is an integral part of how we manage our company and includes:

- Viewing risk and opportunity management as inseparable,
- Proactive and systematic risk management,
- Identifying, evaluating and controlling risks well in advance,
- Using analysis and taking preventative measures to minimize negative impacts, and
- Promoting a culture of openness and learning, to find opportunities and make use of them.

We strive to continually improve our risk and opportunity management system, so we are always able to handle the changing requirements and challenges.



How can I do my part?

- I communicate any risks and opportunities that I have noticed to my manager.
- Relevant risks are added to the risk inventory and evaluated.
- I help to manage risks and make use of opportunities.

15 Where the Code of Conduct applies and KNAPP Whistleblowing Platform

15.1 KNAPP Whistleblowing Platform

The KNAPP Whistleblowing Platform has already been mentioned in a few places in the KNAPP Code of Conduct. The platform offers all internal and external stakeholders the opportunity to report potential or actual grievances or violations of the law. All incoming reports are checked, keeping the reporting person anonymous, and there are no negative consequences for the whistleblower, as long as the report is not intentionally untrue.

- Information can be reported 24/7 to whistleblowing@knapp.com.
- Information can also be reported through this platform <https://www.knapp.com/whistleblowing>.
- There are no negative consequences for a whistleblower as long as they are acting in good faith and do not make blatantly false reports.

15.2 Non-compliance with the KNAPP Code of Conduct

We promote a working culture that reflects our company values and expect employees, and where applicable our stakeholders, partners or suppliers, to

conduct themselves according to the Code of Conduct. Depending on the type and severity of a violation, different disciplinary measures are taken, and in certain cases that may involve taking legal action if required by the situation.

Our goal is to protect and uphold our high ethical standards through consistent action.

15.3 Monitoring processes and training

To ensure that the Code of Conduct is upheld, we established measures for monitoring, such as regular internal audits and risk analyses. The results are used to continually identify and implement areas for improvement.

We ensure compliance with standards, especially standards for quality management systems (ISO 9001), environmental management systems (ISO 14001), occupational health and safety management systems (ISO 45001) and information security management systems (ISO 27001), through audits and certifications by external accredited institutions.

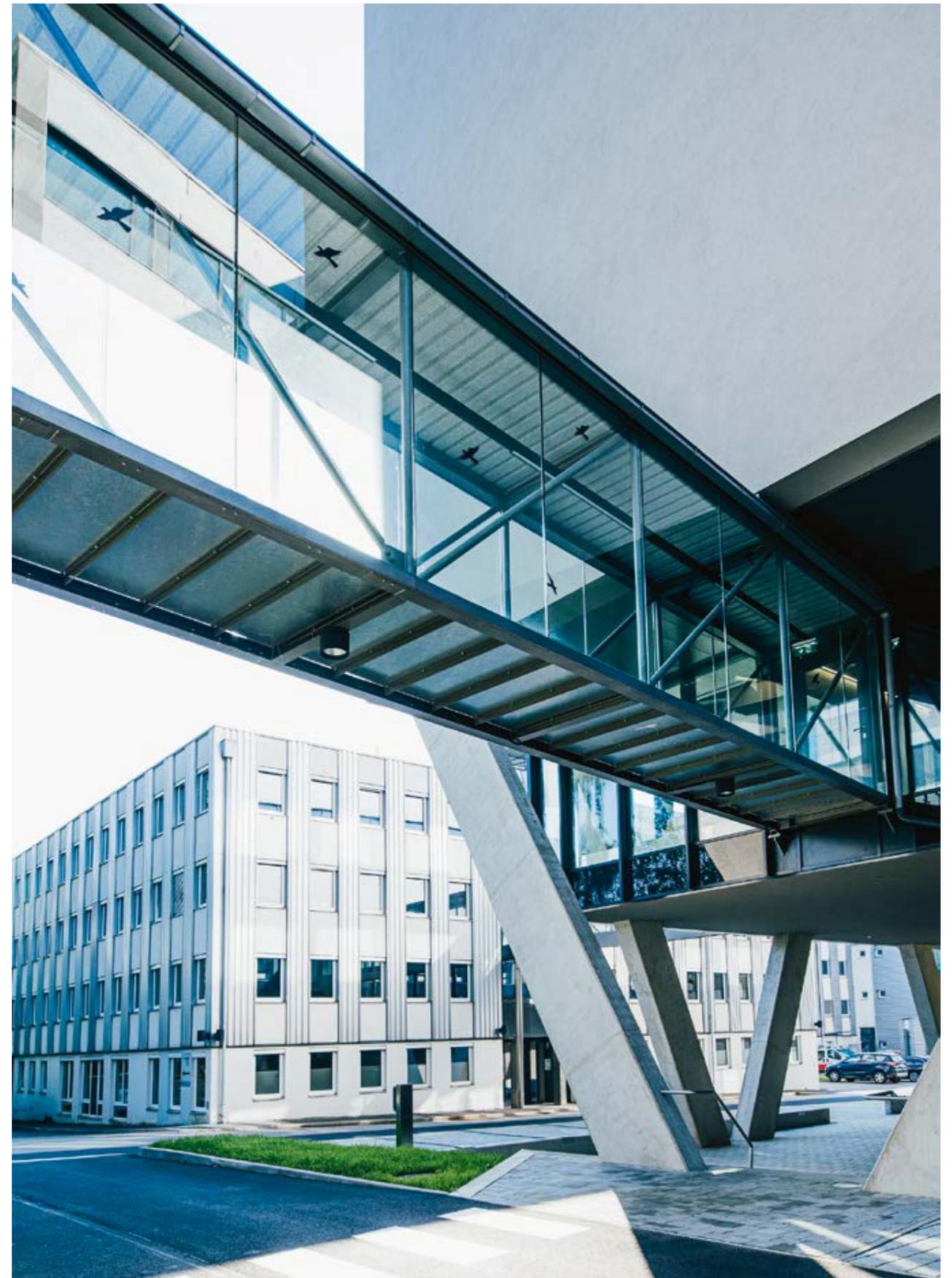
We train all our employees to ensure understanding of and compliance with the KNAPP Code of Conduct. This training is designed to promote ethical and responsible behavior by demonstrating specific situations and challenges that an employee might face during work.

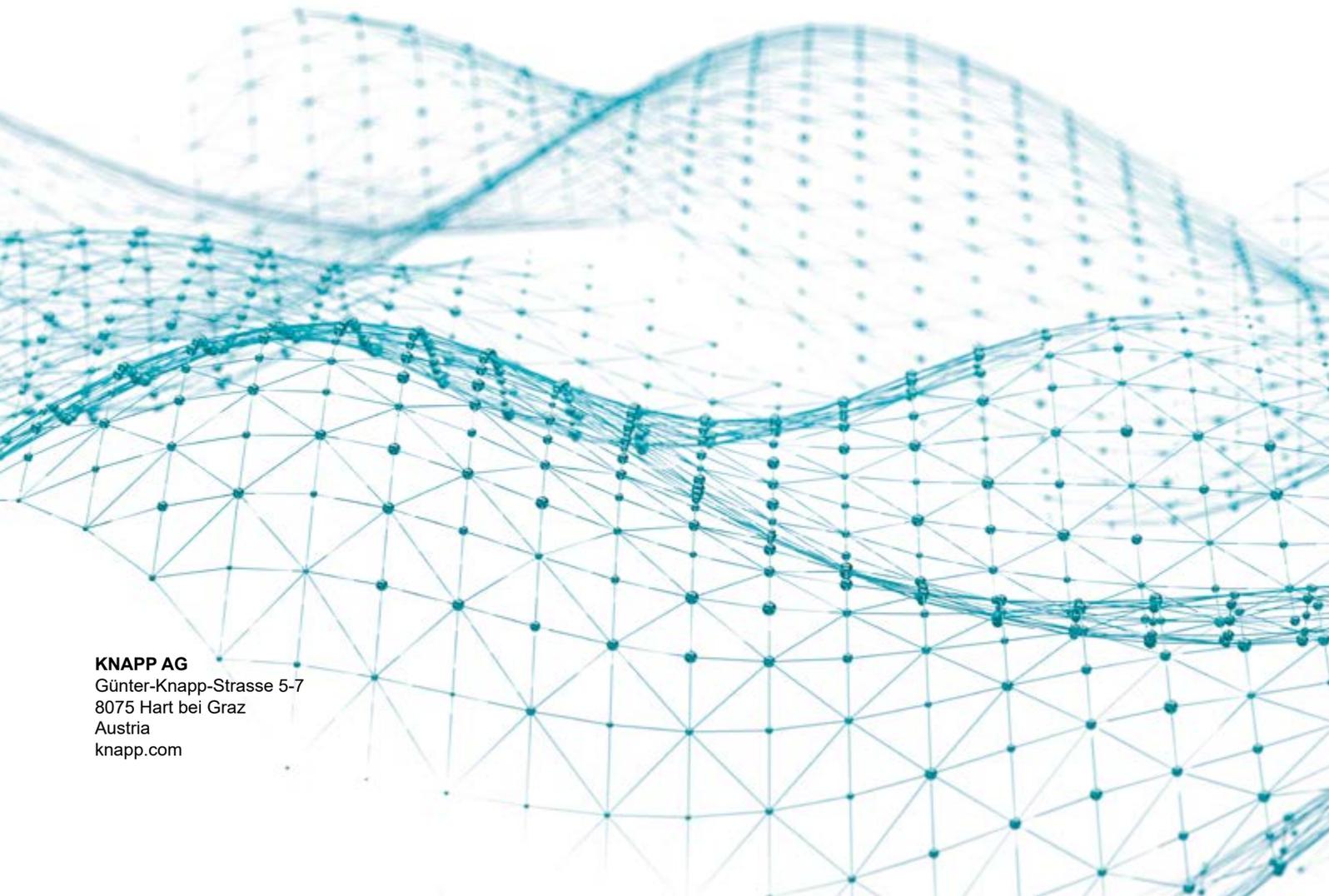
16 Afterword

Our KNAPP Code of Conduct reflects our corporate culture. Together with our company values, it forms the foundation for our business decisions and daily practices.

Each individual has a responsibility to put these principles into practice and thus contribute to a positive working environment, sustainable business practice and respectful cooperation.

Together, we can ensure that KNAPP remains a reliable, responsible and ethical partner in the future.





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