



grandega

CODE OF CONDUCT

FOREWORD

Welcome to our Code of Conduct! The Code of Conduct aims to summarise our shared values, grandega morals and understanding of responsibility and thus help to minimise conflicts, strengthen trust and promote a positive working atmosphere. It is intended to serve as a guideline for behaviour, even or especially in tricky situations. This Code of Conduct is intended to be the basis for open communication that enables us to participate together in a respectful and productive exchange.

How do we want to behave at grandega, what is the right decision or action in line with our convictions - regardless of whether we are facing internal or external challenges?

This document is not intended to be a paper tiger, but rather to be a living and dynamic guide to our day-to-day work and to be constantly developed further.

So if you, dear reader, are missing points that have been forgotten here, or if you discover areas that you think should be revised, we would be grateful for new ideas and suggestions!



This "Code of Conduct" is our promise for a respectful and inclusive community. Based on the grandega values, it is a guideline for safe and diverse collaboration. Active participation in cross-company dialogue and development is crucial to ensure that our Code of Conduct remains up to date and meets our ever-growing needs.



Our "grandega Code of Conduct" should serve as a guideline for all of us to act in a respectful, cooperative and cross-company partnership - practical and suitable for everyday use. It will help us to maintain and further develop a positive and friendly atmosphere together.

THE grandega PARTNER + DIRECTOR-LEVEL



Stefan Fischer



Sascha Kiechle



Dominik Equit



Stefanie Biberger



Ralf Kotthaus



Achim Sossenheimer



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THE grandega VALUE COUNCIL



Stefanie Biberger



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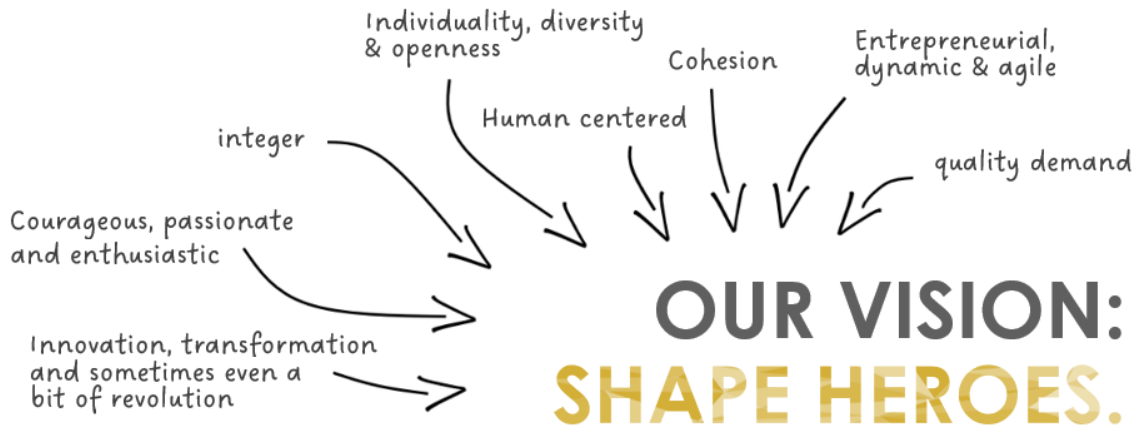


How we treat our environment

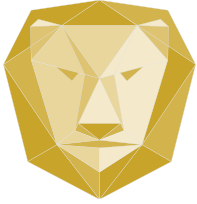
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THE grandega VISION, VALUES & DNA



Shaping heroes is all well and good - but how exactly do we want to do that?

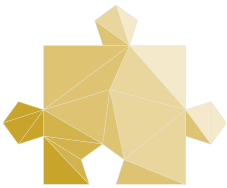


BRAVE:

Openness instead of pink clouds. **If customers expect honest opinions, they've come to the right place.** Even if it sometimes takes courage, we speak plainly.

► *What does that mean in concrete terms?*

If something bothers us, we speak up! Even if we notice things with customers that are not running optimally and could be done better, we have the courage to speak up. We are courageous when making decisions - Stefanie coined the phrase: "When in doubt, a bad decision is better than one that is not made."



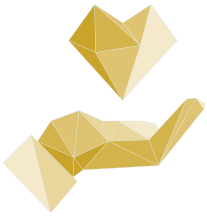
INDIVIDUAL:

Character instead of formula F. As consultants, we are **individual and diverse.** Completely new perspectives provide clients with alternative approaches to solving entrenched problems.

► *What does that mean in concrete terms?*

We are all different, have different strengths and different perspectives on the same things. Instead of letting this bother us, we want to use this diversity to find the best possible solution for ourselves and our customers. We are open to new perspectives and accept the idiosyncrasies of our colleagues and customers - each of us is individual!

Side fact: grandega's credo at back then was: "What one person wants to give, another can use." And if we could all do the same thing, we'd be pretty poor. So long live individuality!



INTEGER:

Reality instead of utopia. We don't promise our customers the moon, because their trust is the cornerstone of our collaboration.

► *What does that mean in concrete terms?*

We are honest and realistic in what we promise the customer. Sooner or later it would be unpleasant anyway if promises could not be kept. So we prefer to be clear and honest from the outset, which creates trust!

ENTREPRENEURIAL:

Entrepreneurs instead of know-it-alls. The success of our customers is our top priority. That's why we dispense with the superfluous and focus on their added value.

► *What does that mean in concrete terms?*

For us to be successful, we have to create added value for the customer. That's why we concentrate on the areas that have a real impact on our customers' success. If we manage to create visible added value, think entrepreneurially, and get the best out of ourselves and our customers, then not much can go wrong :).

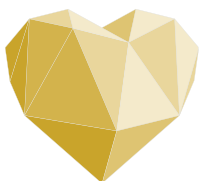


COLLABORATIVE:

Cohesion instead of elbows. We do not support political games; we are only successful as a team.

► *What does that mean in concrete terms?*

Each of us is individual. We accept the idiosyncrasies of our colleagues and look for finding solutions together when problems arise. Exclusion, deliberate withholding of information, hurtful comments, badmouthing or ignoring have no place at grandega. Together, we want to utilise and emphasise the unique strengths in the team!



THE grandega-DNA

While the vision describes our "target state" for the future and the values guide our decisions, there is also the grandega DNA. It defines what grandega is all about! At least 80% of the grandegis agreed with all statements (M = 88%).



Leadership

- New employees **are taken by the hand** so that they can find their own way.
- In the long term, the focus is on **the pull principle** - everyone is responsible for their own development.
- **Self-organization and self-motivation** are important.



Working conditions

- We have the opportunity to organize tasks ourselves and take on **responsibility**.
- We value **personalities** and organize our **application process** accordingly. We therefore offer opportunities for career changers and young professionals.
- We develop our **structures and standards**.



Values

- Our values and view of work are **similar**.
- We work **together** without an elbow mentality and have an **open, agile mindset**.
- We complement each other because of our **individuality**.
- We are **authentic**, all employees are allowed to be who they are.
- grandega takes our respective life situations into account.
- We are **courageous** to a certain extent but know better what our limits are.



Further development

- Consultants receive **generalist** training
- We are constantly learning and adapting to **current requirements** in line with customer wishes
- grandega offers us the opportunity to **try out** several topics and choose our core topic ourselves



Communication & collaboration

- We are **employee-orientated and flexible**.
- We **support** each other.
- We use mutual **sparring**.

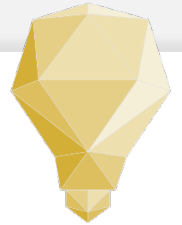


Strategic orientation

- Digital transformation is our focus, we are **very diverse** in this large area.
- We fill projects primarily according to **customer requirements**.
- We want to grow and become a larger consultancy by hiring more employees.
- We have the opportunity **to actively shape** grandega with the grandega improvement days.

Sometimes we all find ourselves in situations where difficult decisions have to be made and the right behaviour is not entirely clear. This Code of Conduct is intended to give us a little guide to help us make a good decision in such situations. However, we do not already have an answer to every question.

If in doubt, we ask ourselves the following questions:



- 1) Is the decision / action / ... legal?
- 2) Is it hasty or careless?
- 3) Do I have enough information for the decision / action /... ?
- 4) Is it in line with grandega's corporate values, vision and DNA?
- 5) Is it in line with my own values?
- 6) Does it violate general ethical values and principles?
- 7) What are the risks and financial consequences associated with the decision?
Can I perhaps avoid or reduce them?
- 8) Do I feel comfortable with it?
- 9) Would I still feel comfortable with it if I had to explain my actions to the customer, my family, the press, etc.?



HOW WE INTERACT WITH OUR CUSTOMERS



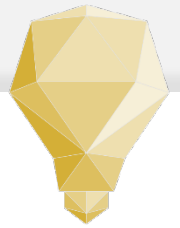
DATA PROTECTION:

As consultants, we gain deep insights into companies. All these insights and information are subject to strict confidentiality. We must do everything in our power to prevent the external dissemination of information - in the worst case to competitors. Trading in sensitive and internal information is strictly prohibited. Intellectual property must be protected by all means. To this end, we take the necessary and appropriate measures to protect the confidential information and intellectual property of customers, business partners, team members and ourselves.

► *What does that mean in concrete terms?*

Even if we want to inform our customers about current trends in the market, we must cleanse data in such a way that the confidentiality of the information is maintained and under no circumstances does information pass from one customer to the next. We make sure that information is only passed on to people who have been authorised by our customers. This also means that confidential information is not discussed outside protected areas (e.g. in corridors, canteens, airports, hotels, etc.). If someone becomes aware of a threat to confidentiality, we hope that the person is #brave enough to contact our data protection department (datenschutz@grandega.de) so that we have the chance to take countermeasures. After we have completed a project, we return all confidential information and files and honour the confidentiality obligation.

And because data protection is such an important issue, here are:



The 10 golden rules of data protection and security

- 1) Sensitive personal customer data may only be viewed or processed by the respective project team.
- 2) We ensure that the project manager has informed us whether the processing of customer data from the home office or from public networks has been explicitly authorized by the customer.
- 3) We always use complex passwords (at least 8 characters, upper and lower case letters and numbers) and do not pass them on to third parties. Sharing user accounts (account sharing) is not permitted.
- 4) Sensitive data may only leave the grandega network in encrypted form - e.g. encrypt external emails containing personal data and only use customer portals with an https connection.
- 5) We do not store any unencrypted customer data on mobile data carriers (e.g. USB stick, CD, memory card), laptops or mobile devices (iPhone etc.).
- 6) We always keep our software and operating system up to date.
- 7) Personal data from the productive environment may not be used in test systems or must be completely anonymized beforehand.
- 8) We delete personal data immediately when it is no longer required. This also includes the deletion of this data from the e-mail inbox and other storage locations. This does not apply to business documents that must be retained.
- 9) Data carriers or printouts with confidential or personal data that are no longer required must be destroyed in accordance with data protection regulations (shredder, secure deletion, confidential waste), confidential data must not be left lying around unsecured (clean desk policy) and laptops must be chained.
- 10) If a breach of data protection regulations such as these rules is suspected, the project manager and the data protection officer (Stefan Fischer) must be informed immediately.



REPORTING:

At grandega, we attach great importance to ensuring that our customers can trust us 100%. Because their success is our success! For this reason, it is not only important that we can actually fulfil what we promise, but also that what we state actually corresponds to what we have delivered and done.

► *What does that mean in concrete terms?*

We are honest in our reporting. We only report what we have actually achieved and are reliable in our work. #integer



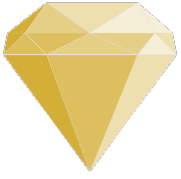
COMMUNICATION & ADVERTISING:

We want to foster a culture of open and constructive communication with our customers and with each other. When distributing documents such as presentations with customers, the PDF format should be selected. Wherever possible, we do not send documents internally as attachments, but as links.

Advertising for grandega is certainly welcome - by inspiring new customers, we can ensure our long-term success, from which we all benefit. Of course, we want our consultants to participate in our sales success.

► *What does that mean in concrete terms?*

We are delighted when consultants support us with their enthusiasm for grandega. To this end, we have devised a concept in which they share in sales successes. When forwarding documents, we consult with experienced consultants in cases of doubt before distributing confidential information to and from customers.

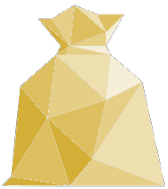


PRODUCT QUALITY:

We emphasise the high quality of our advice and absolute reliability.

► *What does that mean in concrete terms?*

We are #entrepreneurial and try to put ourselves in the company's shoes. We support those areas where we can make a real impact. We stick to deadlines, time limits and agreements. We do our best, talk to our team when we are unsure and help each other to mould heroes together ;).

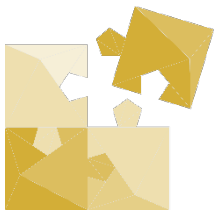


CORRUPTION & BRIBERY:

Even if we naturally do not hope that we will ever find ourselves in such a situation, it should be mentioned at this point that we prevent corruption and bribery from the outset. Corruption starts with small favours, makes people dependent and ultimately harms everyone.

► *What does that mean in concrete terms?*

We do not engage in attempts at bribery or corruption and discuss dubious situations with the team leads (#brave). We work in such a way that anyone could check our work at any time without feeling uncomfortable.

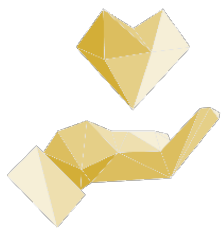


WORKING WITH OTHER BUSINESS PARTNERS:

We want to offer our customers the greatest possible added value. Sometimes we need expertise that we cannot cover with grandega alone. We work exclusively with partners who share grandega's values. We are transparent with our customers about our relationships with other business partners.

► *What does that mean in concrete terms?*

We are transparent towards our customers when it comes to our collaboration with other business partners. If we notice in a project that there are contradictions to our values and behaviour on the part of our business partners, we are #brave and talk about it.



GIFTS:

Gifts show mutual appreciation in a business context. But here, too, there are more than just tax issues to consider.

► *What does that mean in concrete terms?*

For example, gifts given by customers that exceed the value of €35 per year are reported to Teamleads.

Entrepreneurs can deduct gifts to customers or business partners up to 35 euros per person per year as business expenses. If the gift is more expensive, the entire expenditure is not deductible.



OUR INTERACTION WITH TEAM MEMBERS AND TOWARDS grandega

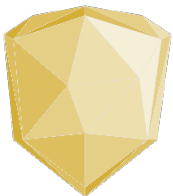


EQUAL TREATMENT AND EQUAL OPPORTUNITIES:

Equal rights and equal opportunities are extremely important at grandega. We want everyone - regardless of gender identity, nationality, ethnic origin, religion or ideology, disability, age, sexual orientation and identity - to feel accepted and comfortable here.

► *What does that mean in concrete terms?*

If someone feels that they have been disadvantaged at our company in any way, they are welcome to contact the Value Council in confidence. If they prefer to express their concerns completely anonymously, they can also use the whistleblower app in our grandega XRM or our whistleblower system on the website.



DISCRIMINATION AND HARASSMENT:

There is no room for discrimination and bullying at grandega! #Collaborative, we want to solve problems as a team. To do this, it is important that everyone feels comfortable with us in order to be capable of top performance!

► *What does that mean in concrete terms?*

We are open and friendly to each other. If we register conflicts or friction, targeted exclusion or other forms of discrimination and bullying, we are #courageous and address what we observe with the team leads, the Value Council or via the whistleblower app. Everyone helps to make grandega a place where everyone feels comfortable.

GROWTH AND PROMOTION:



As a consultancy, we welcome a wide range of perspectives and expertise. For this reason, the development of each individual is also a major concern of ours! It is important to us to exceed the average amounts (what companies pay for investments in the further development / training of employees) and to ensure that everyone can develop optimally.

► *What does that mean in concrete terms?*

Every employee can and should take advantage of our wide range of internal and external training courses and continue their education. It is important to mention here that each individual has a duty to attend training courses. There are also many great books in our library that can help with further development. In addition, we have access to "Blinkist", where we can listen to short summaries of non-fiction books.

PARALLEL CO-EARNING:



At grandega, we see ourselves as one big team. A team in which everyone has a place and which helps each other. In order to be able to guarantee joint team outings, internal development measures or to compensate for sick leave, part of our turnover goes directly into these areas.

► *What does that mean in concrete terms?*

We understand that sometimes it can be a great deal to be able to work a few more hours in your own pocket. However, we ask our team to think about the company and our colleagues. Everyone should bill all hours via grandega so that we can continue to grow together and remain able to hold events such as the summer party or other internal activities.
#collaborative



HEALTH & SAFETY:

It is important to us that everyone is able to work healthily and safely and that they also have appropriate options if they are not feeling well.

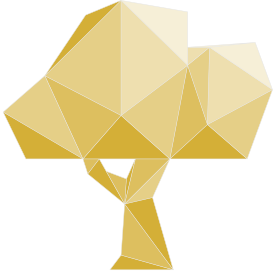
► *What does that mean in concrete terms?*

We have entered into a partnership with [OpenUp](#), where our team can talk to psychologists, attend masterclasses or do short check-ins free of charge and without obligation. This offer also applies to friends and family! Our employees also have access to [EGYM Wellpass](#) so that they can stay fit not only mentally but also physically. This gives them access to over 8,000 fitness studios, swimming pools, climbing gyms, yoga studios, etc. with just one membership. And not to forget the importance of social contacts, our Funzone regularly organizes internal events to ensure good cohesion within grandega and a space for social balance outside of work.



HOW WE TREAT OUR ENVIRONMENT

ECOLOGICALLY RESPONSIBLE ACTION:

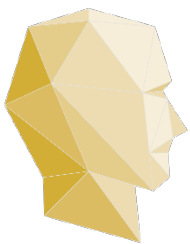


grandega, like any other company, is dependent on the world continuing to do well in the future. We therefore want to do our part by incorporating ecological aspects into our decisions. For example, we regularly plant trees for new employees, take part in waste collection campaigns, etc.

► *What does that mean in concrete terms?*

We can all play our part. That's why we look at ecological alternatives to the car for business trips, communicate mainly digitally and try to print as little paper as possible. It is also good to switch off electronic devices when not in use & reduce travel by holding virtual meetings.

SOCIAL RESPONSIBILITY & ENGAGEMENT:



We condemn any form of violence, war or exploitation. Our thoughts are with the people affected by injustice and acts of war. Our utmost respect and gratitude goes to all those people who avoid taking part, raise public awareness or engage in peaceful resistance. We try to fulfil our social duty by supporting social organizations.

► *What does that mean in concrete terms?*

We at grandega do not want to see, and certainly do not encourage, postings, statements or actions that glorify war, are discriminatory, political or sexist (...). However, if someone would like to get socially involved, they are welcome to talk to their team leader about possible ways of reconciling this with their everyday work. We are very happy if we can support our team in such areas.

CONTACT

Have our ideas and values convinced you or are there aspects that are not quite clear to you yet? Feel free to contact us - we welcome suggestions, advice and, above all, talented new people in our team!

Or have you become aware of us while researching suitable service providers? We would be delighted to show you that our values are not just empty words!

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