

Conduct Guidelines of the EMAG Group







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Our corporate culture

ONE EMAG is a byword for the transition towards a knowledge organization. The EMAG Group is a learning organization where we do not see mistakes as flaws, but rather as experiences that help us to keep getting better. We reject of the silo mentality and seek an equitable interaction across all locations, cultures, and hierarchies as a great strength that will make our company more resilient to crises. We want to promote respect and appreciation between all employees and, at the same time, create transparency and thus acceptance for the corporate strategy.

One Team

ONE EMAG is a byword for one team.

A team that works across departments, locations, and even continents towards shared success. Digitalization and standardization make information accessible to everyone. This makes us faster and more agile in the implementation of projects. The exchange between employees, the transfer of knowledge, and the associated desire and opportunity to learn are central elements of this project.

One Contact

ONE EMAG is a byword for one contact, for a solution from a single source. Regardless of whether it is about manufacturing solutions, digitalization, or service – ONE EMAG is a byword for lean processes and transparency in project management across the entire EMAG Group.

One Goal

ONE EMAG is a byword for the one goal of developing unique solutions for our customers as a digital machine builder. The digitalization of manufacturing solutions and the analysis of production data create real added value, as well as new optimization potential, and thus ensure the competitiveness of our customers. To do this, we continue to break new ground and rely on agile methods to develop ourselves.

One Future

ONE EMAG is a byword for taking responsibility together. We can only meet the great challenges of the world, such as environmentally friendly mobility, climate change, energy transition and poverty reduction, together. By implementing common environmental standards, a code of conduct shared by everyone and a continuous training and learning process, we are helping to create a better future for everyone.



01

Compliance

The EMAG Conduct Guidelines describe the principles of our social responsibility. We respect the internationally recognized human rights of the United Nations and the conventions of the International Labor Organization (ILO). We expect compliance with these principles from our business partners.

Management is responsible for enforcing these principles. They are part of our rules and guidelines. We expect that every employee feels personally responsible for complying with these Conduct Guidelines and supports their colleagues in adhering to them.

The EMAG Compliance Guideline contains the principles of social responsibility for compliant behavior by its organizational members, its employees, and its business partners with regard to compliance with the legal requirements and prohibitions.

All EMAG employees and all business partners are requested to refrain from any form of fraud or breach of trust, insolvency offenses, corruption, granting of advantages, bribery, or corruption. In addition, the parties observe the relevant legal provisions on the prevention of money laundering and do not participate in money laundering activities. Decisions are made exclusively on a factual basis and not driven by personal or one's own financial interests.

Laws, particularly antitrust laws that pro-

tect and encourage competition, must be obeyed. Businesses must respect fair competition and abide by the prohibition of collusion with competitors and other actions that impede the free market.

Customer orientation, globality, and speed are corporate strengths of EMAG that need to be constantly improved and further developed. We acquire orders in a fair manner through the quality and price of our innovative products and services, taking into account the applicable export control laws (EU Dual-Use Regulation, Delegated Regulation, Foreign Trade Regulation, Foreign Trade Act, War Weapons Control Act, and the embargo regulations).



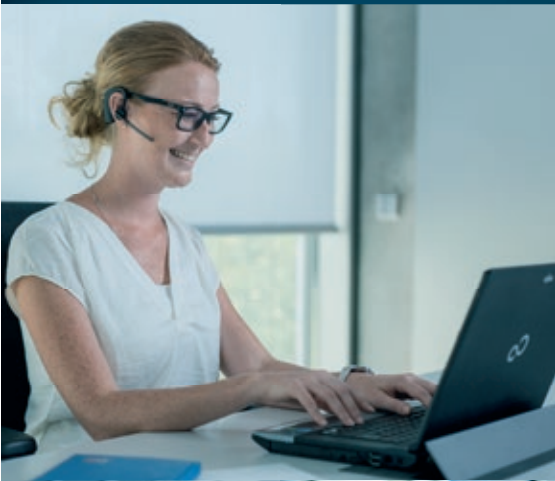
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02

People

Management regularly informs EMAG employees about current developments. This forms the basis for everyone to know what EMAG stands for and what vision the management is pursuing.

Transparent and trusting communication, as well as forward-looking management, promote intercultural exchange across all locations.

In a common exchange, we ensure that the workforce can exchange information openly with the company management without having to fear disadvantages. This is supported by a democratically elected employee representative body.

We regard the development of our employees as a significant investment in the future of our company. In addition to professional development, we also pay attention to the development of social and methodical skills. We attach great importance to the promotion of our junior staff and talents.

At EMAG, we respect the personal dignity, privacy, and personal rights of every individual. We promote equal opportunities and equal treatment for our employees regardless of their skin color, race, nationality, social background, any disability, political or religious beliefs, sexual orientation, labor union activities, gender, or age.

We do not tolerate unacceptable treatment of employees, such as mental hardship, sexual and personal harassment or discrimination.

It is important to EMAG to ensure adequate compensation and to guarantee the legally stipulated national minimum wage, as well as to comply with the maximum working hours stipulated by law in the respective country. The working hours and work-free times must at least comply with applicable laws, industry standards, and the relevant ILO conventions.

The safety and health of all our personnel at work has the very highest priority. Occupational safety measures to assure and improve this are implemented on a continuous basis. These are measures to prevent accidents at work and to avoid work-related health risks, including measures for designing the work to be suitable for human beings.

EMAG is a medium-sized company. Through family-friendly measures, we contribute to increasing the satisfaction and motivation of our employees and thus the performance of our company.

03

Partners

The EMAG quality promise is also reflected in the expectations towards their business partners, who undertake to maintain equal opportunities in employment, to refrain from any kind of discrimination and to prevent forced or compulsory labor.

- » Child labor must not be used at any stage of production or for services. All business partners are requested to comply at least with the ILO conventions on the minimum age for commencement of employment and the prohibition of child labor. The safety and health of children must not be compromised and their development must not be inhibited.
- » As employers, all business partners and suppliers guarantee safety and health protection at work, at least within the framework of the applicable national regulations, and support continuous improvement of the working environment.
- » When it comes to environmental issues, suppliers must take a precautionary approach and undertake initiatives to promote environmental responsibility. In addition, they must promote the development and dissemination of environmentally friendly and energy-efficient technologies and processes.



EMAG maintains a transparent and cooperative partnership with all business partners.





From production and assembly through administration to the end product, we strive to make all processes as environmentally friendly as possible.



04

Planet

We are aware of our responsibility towards the environment, society, and future generations. It is our task to avoid hazards to people and the environment and to continuously limit the burden on our biosphere.

EMAG acts as a competent solution provider and companion for a future with fewer CO₂ emissions. In doing so, we are supported by sustainable value creation from economic, ecological, and social responsibility.

All products manufactured along the supply chain must at least meet the legal environmental protection requirements of their respective market segment. This includes all production processes, materials, and substances used in production.

Optimum environmental protection must be guaranteed in all phases of production. Particular importance is attached to the application

and further development of energy and water-saving technologies, as well as the use of strategies to reduce noise, pollutant, and greenhouse gas emissions.

We maintain an efficient environmental management system that we constantly improve. Minimum requirements include compliance with local environmental protection laws and the specifications of the environmental protection management system of the EMAG Group. In practicing our environmental responsibility, we work together with our business partners and suppliers.

Environmental Management Certificates

The current certificates can be found at:

www.emag.com/company/quality-and-environmental-management/



05

Digitalization

For EMAG, the protection of privacy is not just a legal requirement, but an expression of honest and fair behavior towards employees and business partners. It is therefore a declared corporate goal to protect both the personal rights of employees and all business partners in compliance with the applicable statutory provisions of data protection laws.

The security of data and information is of great importance to us. We implement technical and organizational measures in our systems to ensure the confidentiality, availability, and integrity of personal data and the security of all business information by means of the appropriate standards.

Within the scope of their duties, each individual is responsible for ensuring a high level of protection in the area of data protection and information security at EMAG.

All business partners are obliged to treat as business secrets all non-obvious technical and commercial details that become known to them through the business relationship. Personal data shall be handled in accordance with applicable law. We also respect the protection of intellectual property of third parties.





The EMAG Group attaches particular importance to compliance with applicable laws relating to data security and data protection.



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