

# Code of Conduct

of the ISO-Gruppe



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## What Sets Us Apart

**“Success through living our values: integrity, responsibility, respect.”**

The companies of the ISO-Gruppe are convinced that sustainable business success is based not only on high-quality products and services, but also on legally and ethically sound conduct by all employees and managers. Integrity, personal responsibility, and mutual respect form the foundation of our daily actions. Our Code of Conduct serves as a binding framework and standard for our behavior—both internally and externally.

## 1 Scope

This Code of Conduct applies to all companies within the ISO-Gruppe, their management, senior staff, and all employees, whether permanent or temporary.

The ISO-Gruppe is a group of information technology companies, each of which targets different markets with its own product portfolio.

This document defines the principles and requirements for all companies within the ISO-Gruppe as suppliers and providers of goods and services, regarding their responsibility toward people and the environment.

The ISO-Gruppe consists of the following companies:

- ISO Software Systeme GmbH
- ISO Travel Solutions GmbH
- ISO Professional Services GmbH
- ISO Recruiting Consultants GmbH
- ISO Public Services GmbH
- ISO Projects, LLC
- ISO Software Systeme GmbH (Austria)
- ISO Software Applications GmbH (Austria)
- ISO Software Systems Sp. z o.o. (Poland)
- ISO Software Systems Inc. (Canada)

The principles and requirements set forth herein will be integrated into the ISO-Gruppe's quality management system as measures and work instructions for all companies within the ISO-Gruppe.

By approving this document, the management teams of the companies within the ISO-Gruppe commit to implementing the principles and requirements described in Section 2 and to instructing their employees to follow the relevant instructions in the course of their work. These measures ensure that customer requirements regarding the delivery and provision of our products and services are met, guaranteeing business continuity.

## 2 Principles and Requirements

The companies of the ISO-Gruppe hereby declare that they...

### 2.1 Compliance with Laws

...comply with the laws of the applicable jurisdiction(s).

### 2.2 Business Relationships and Fair Competition

...maintain fair, trusting, and respectful relationships with business partners, suppliers, and customers. Personal interests do not influence business decisions. Suppliers are selected based on objective, transparent criteria.

### 2.3 Prohibition of Corruption and Bribery

...do not tolerate any form of corruption or bribery, or engage in such practices in any way, including any illegal offers of payment or similar benefits to government officials in order to influence decision-making.

### 2.4 Respect for Employees' Fundamental Rights

- ...promote equal opportunity and equal treatment for their employees regardless of their skin color, race, nationality, social background, disability, sexual orientation, political or religious beliefs, as well as gender or age.
- ...respect the personal dignity, privacy, and personal rights of every individual.
- ...do not employ anyone against their will or force them to work.
- ...do not tolerate unacceptable treatment of workers, such as psychological hardship, sexual and personal harassment, or discrimination.
- ...do not tolerate behavior (including gestures, language, and physical contact) that is sexual, coercive, threatening, abusive, or exploitative.
- ...ensure fair compensation and guarantee the legally established national minimum wage.
- ...comply with the maximum working hours established by law in the respective country.

- ...to the extent permitted by law, recognize employees' freedom of association and neither favor nor disadvantage members of employee organizations or trade unions.

## 2.5 Prohibition of Child Labor

...do not employ workers who are under the minimum age of 15. In countries that fall under the exception for developing countries under ILO Convention No. 138, the minimum age may be reduced to 14 years.

## 2.6 Employee Health and Safety

- ...assume responsibility for the health and safety of their employees.
- ...they mitigate risks and ensure the best possible preventive measures against accidents and occupational diseases.
- ...provide training and ensure that all employees are knowledgeable about workplace safety.
- ...establish and implement an appropriate occupational safety management system.

## 2.7 Environmental Protection

- ...observe environmental protection in accordance with legal norms and international standards.
- ...acknowledge their responsibility for protecting the environment. Sustainability and the responsible use of natural resources are integral parts of our corporate principles.
- ...minimize environmental impact and continuously improve environmental protection.
- ...align their business processes with environmental considerations, minimize environmental impacts, and make a sustainable contribution to the preservation of nature.
- ...manage water and wastewater responsibly, protect biodiversity, and use their resources as sparingly as possible.
- ...do not cause any measurable environmental impacts, such as harmful changes to the soil, water or air pollution, harmful emissions, excessive water consumption, or other impacts on natural resources that...
  - ...compromise the natural foundations for food preservation and production,
  - deny a person access to safe and clean drinking water,
  - harm a person's health, safety, normal use of property or land, or ordinary economic activities, or
  - compromise ecological integrity, such as through deforestation.

## 2.8 Prohibition of Land Grabbing

- ...refrain from unlawful expropriation or seizure of land, forests, and water bodies during their acquisition, development, or use. This also includes measures such as deforestation, provided that they endanger the livelihoods of people who depend on these resources.

- ...recognize and respect the rights of indigenous peoples to their traditional lands, territories, and resources. Prior to undertaking activities that could affect these lands, territories, or resources, the free, prior, and informed consent (FPIC) of the affected indigenous communities shall be obtained. Furthermore, companies shall ensure the protection of sacred sites and the cultural heritage of indigenous peoples, provided these are located on their lands or territories.

## 2.9 Supply Chain

- ...appropriately promote compliance with the Code of Conduct among their suppliers.
- ...adhere to the principles of non-discrimination in the selection of suppliers and in dealings with suppliers.

## Security Forces

- ...when deploying private or public security forces for corporate projects, ensure that none of the following rights are violated:
  - The prohibition of torture and cruel, inhuman, or degrading treatment
  - The right to life and physical integrity
  - The right to freedom of association and the right to organize

## Handling of Information, Data Protection, and Data Security

- ...prioritize the protection of corporate data as well as the personal data of their customers, business partners, and employees.
- ...commit to handling all information responsibly.
- ...commit to complying with all relevant data protection regulations.

## Conduct Compliance and Whistleblower System

- ...require all employees and managers to comply with the provisions of the Code of Conduct. Violations will be consistently pursued regardless of position or rank. The ISO-Gruppe promotes an open culture of reporting errors and concerns and provides secure channels for reporting misconduct—without fear of retaliation.