



Code of Conduct – LM IT Services AG

1. Introduction

Our success depends not only on our products and services but also on how we live our values in everyday life and interact with each other. This Code of Conduct provides us with guidance and shows which ethical and legal standards we must uphold in our daily work. Our culture – LM Culture – forms the basis on which we align our actions.

We act in accordance with accepted values and principles. Human dignity is inviolable. Therefore, we respect internationally recognized human rights, as stated in the Universal Declaration of Human Rights of the United Nations.

2. Our Culture – LM Culture



Solutions

We are solution-oriented, blending know-how, creativity, and an innovative spirit with a professional approach. Our history shows that we continually strive to go that extra mile for our customers and will keep doing so in the future.

People

At the center of everything we do is the individual - whether employee, customer, or supplier. We treat one another with respect, are helpful, reliable, and fair. By working together and embracing diverse perspectives, we achieve the best results.

Trust is the foundation of a successful collaboration and our corporate culture. Therefore, honesty and transparency are high values in our corporate culture.

3. Compliance with applicable law

Compliance with all applicable laws and regulations is a matter of course for us. Only in this way can our business success be secured. Any violation of applicable laws or regulations can have profound consequences for both the company and employees, such as criminal prosecution, labor law consequences, damage, or reputational damage. We investigate all indications of violations. Violations are remedied, and appropriate consequences are drawn.

Managers are obliged to know the fundamental laws, regulations, and internal company rules relevant to their area of responsibility.

4. Conflicts of interest

In everyday work, we may face business decision situations where the company's interests' conflict with our personal interests. Conflicts of interest can lead to decisions no longer being made impartially in the company's interest.

Employees affected by a possible or actual conflict of interest are obliged to inform their superiors or the board immediately to bring about a quick clarification.

5. Dealing with business partners & corruption prevention

Fairness and respect form the basis of our cooperation with business partners. We do not tolerate any form of bribery or corruption. We already avoid any appearance of this – whether in the form of granting or accepting unfair advantages.

We ensure that all business decisions are made transparently and in accordance with applicable laws. Our relationships with partners should be characterized by mutual trust.

We advocate for free and fair competition. We reject competitive advantages through unfair business practices.

6. Data protection & information security

We respect the personal rights of our employees, business partners, and customers and comply with the applicable legal and regulatory requirements for processing personal data and information security.



We protect entrusted business secrets and other confidential information from business partners and customers from unauthorized acquisition, use, and disclosure, at least in accordance with the relevant legal provisions and to protect business secrets.

We respect the intellectual property of our business partners, customers, and other third parties and ensure that sufficient precautions are taken to protect intellectual property rights when exchanging knowledge and technologies.

The protection of data and the security of our systems are essential for us. We act in accordance with applicable data protection laws and the requirements of ISO/IEC 27001: 2022, as personal data and confidential information are assets to be protected and the basis of our business relationships.

We use the IT systems provided by our company to fulfil our tasks and contribute to protecting these systems and devices from internal and external misuse.

7. Equality

We place immense value on a work environment characterized by respect and equality. Every person, regardless of origin, gender, or other personal characteristics, should experience the same opportunities and appreciation. We do not tolerate any discriminatory behavior based on ethnic origin, nationality, gender, sexual orientation and identity, pregnancy or parenthood, marital status, age, religion, belief, disability, or other reasons falling under a prohibition of discrimination.

8. Sustainability & social responsibility

We strive to act sustainably and contribute to a better future – whether through responsible use of resources or social initiatives. We take our ecological responsibility seriously by applying the applicable legal requirements and recognized standards for environmental and climate protection. We work to continuously reduce the negative impact of business activities on the environment and climate. We apply applicable law and act appropriately based on legal and internationally recognized standards.

9. Employment relationships

We treat our employees with appreciation and reject any form of unlawful punishment, abuse, harassment, intimidation, or other degrading treatment.

We apply the applicable labor law to all employment relationships and expect the same from our contractual partners.

10. Protection of Company Values

We take a responsible approach to corporate values of all kinds, e. g. working time, work equipment, IT equipment, or intellectual property. Company values are used for the intended business purposes and not for personal purposes that are inappropriate or inadmissible. Any form of fraud, breach of trust, theft, or embezzlement is prohibited.

11. Reporting systems & consequences of violations

If you encounter misconduct or a violation of this code, we ask you to report it to your supervisor or a board member. If you prefer to make an anonymous report, our anonymous whistleblower system is available to you. We take such reports seriously and ensure that there are no negative consequences for those who uncover grievances. In case of code violations, we will respond appropriately to ensure that our work environment remains fair and trustworthy.

Violations of this Code of Conduct may result in disciplinary action.

12. Conclusion

Our Code of Conduct is a living document regularly reviewed and updated to meet changing requirements and expectations. Together, we strive for a positive and ethical work environment.