

**Introduction:**

In our daily business activities, we unite economic success, social responsibility and environmental protection, thereby enabling our customers to meet the current and future needs of society.

We combine our own strengths with the expertise of our suppliers in order to satisfy the requirements and wishes of our customers worldwide. At the same time, we take care to ensure that the health and safety of all employees is guaranteed, the high quality of our products is assured, the environment and its resources are preserved and ethical principles are fully observed.

We expect our suppliers, service providers and partners to assume this same level of responsibility. This Code of Conduct describes the principles and requirements of STIEBEL ELTRON in relation to its suppliers and has the objective of achieving compliance with customary social and environmental standards. In the organisation of our business relationships, STIEBEL ELTRON monitors compliance with this minimum standard.

**Quality:**

- It is expected that generally accepted or contractually agreed quality requirements will be met in order to satisfy the requirements of our customers worldwide.
- You are responsible for controlling and maintaining your work processes, thereby guaranteeing an appropriate level of process reliability.

**Environment and energy:**

- You comply with all applicable environmental legislation and regulations, and encourage environmentally conscious conduct in your employees.
- You promote environmental compatibility in the development and production of your products with regard to transportation, usage and disposal.
- You use natural resources efficiently and sparingly, you employ energy efficient and environmentally responsible technologies and minimise your volume of waste and emissions to the air, water and ground.
- You contribute to the recycling of materials and observe the requirements of European directives, such as RoHS and REACH.
- You comply with all relevant laws and regulations for the handling, storage and disposal of hazardous substances and deal with chemicals in an environmentally compatible manner.
- You ensure the continuous prevention and reduction of environmental pollution.

**Occupational health and safety:**

- You protect the life and health of your employees to the greatest extent possible from risks and dangers that arise from your production processes and products, thereby ensuring safe and healthy working conditions.
- You implement a suitable system and subject your business processes to regular risk analysis. You identify potential hazards and undertake appropriate countermeasures.
- You raise employee awareness regarding the observance and importance of occupational safety and motivate them to make an active contribution.

**Compliance:**

- You accept our attached Code of Conduct or maintain a set of rules for compliance with comparable standards.
- You observe all applicable national and international antitrust and trade control regulations, and act fairly towards your competitors. Confidential information is used and protected appropriately.
- Taking account of relevant national statutory provisions, you do not tolerate any forced or child labour and confront any workplace discrimination effectively.
- You combat every form of corruption and bribery. You and your employees act in such a way that no personal dependency, obligation or influence arises.

**Social responsibility:**

- You observe and respect the cultural, social and political diversity of society and advocate compliance with internationally applicable human rights.
- Your respect your employees' rights of association.
- The remuneration of your employees corresponds to at least the statutory minimum wage or that prescribed in the respective branch of industry. Payroll deductions as a form of disciplinary action must comply with legal regulations. The remuneration paid must suffice to ensure a reasonable standard of living for your employees.
- Weekly working hours must not exceed the legally prescribed maximum.

**Monitoring and sanctions:**

- STIEBEL ELTRON is responsible for advocating compliance with these principles. We therefore reserve the right to review your adherence to the requirements of the Code of Conduct for Suppliers, following a reasonable notice period, either ourselves or with the assistance of an independent organisation. You will be informed of the results. If non-compliance is established, you are obliged to take appropriate corrective action within a reasonable period. We reserve the unconditional right to terminate the business relationship in the event of infringement of this Code. Such infringements are considered to be an important, justifiable cause for extraordinary termination.

IT IS IMPORTANT TO US TO ENSURE SUSTAINABLE DEVELOPMENT FOR THE BENEFIT OF FUTURE GENERATIONS. AS PART OF OUR SUPPLY CHAIN, YOU ARE ALSO RESPONSIBLE FOR THIS.

Thank you for your support and understanding.