chargecloud

Supplier Code of Conduct

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1 Foreword

1.1 Foreword by the management

Since our foundation, chargecloud GmbH has earned a reputation as a reliable and fair partner. These values, combined with innovative top quality, have made the chargecloud a respected, leading European provider of cloud-based software solutions in the field of electric mobility. We want to maintain and expand this position in the future. Our Supplier Code of Conduct reflects the core values of our company. We want to create standards of conduct, point out which behaviors are rejected



Markus Bach
CEO / CTO
March 2024

1.2 Introduction

The chargecloud stands for reliability, sustainability and innovation and strives for responsible business management. We are committed to compliance with the law, integrity and ethics, regardless of external expectations or requirements. To ensure fair, trusting and long-term cooperation, we rely on the joint pursuit of these values and compliance principles in our work with business partners, including suppliers and service providers. The following principles are based in particular, but not exclusively, on the objectives and provisions of the United Nations Guiding Principles on Business and Human Rights (UNGPs), the Supply Chain Due Diligence Act (LkSG) and the OECD Guidelines for Multinational Enterprises on Responsible Business Conduct.

2 What we expect of our suppliers

We expect you to comply with the principles of our Code of Conduct (CoC). Specifically, we expect you to:

- Comply with all applicable and valid laws,
- Take appropriate and necessary measures to this end on their own initiative, and
- Work to ensure that their business partners along their own supply chain, as well as those used to fulfill their contractual services for us, are aware of and comply with our principles through their own contractual assurances wherever possible.

3 Principals

3.1 Exclusion of forced labor, child labor and modern slavery

We strictly reject all forms of child labor, forced labor, exploitation, modern slavery, slave-like practices, serfdom or other forms of domination or oppression, as well as human trafficking along the entire supply chain. We also expect this from our business partners.

3.2 Diversity and equal treatment in the workplace, fair working conditions, freedom of association

We believe that treating employees with respect, appreciation and support is an essential prerequisite for responsible and sustainable business relationships. We also expect the same of our business partners. They must respect general personal and human rights and fight discrimination, violence, sexual harassment, intimidation, bullying or any other infringement of an individual‘s personal rights in the workplace. Unequal treatment of employees, for example by paying unequal wages for equivalent work or discrimination based on national and ethnic origin, social background, health status, disability, sexual orientation, age, gender, marital status, political opinion, union membership, religion or belief, unless this is justified by the requirements of the job, is not permitted. Employees are to be remunerated appropriately and punctually. Business partners respect the right of their employees to freedom of association.

3.3 Occupational health and safety at work

We expect our business partners to at least comply with the fundamental employee rights of the laws applicable at the place of employment for occupational health and safety and to recognize the core labor standards of the International Labor Organization (ILO). Business partners define appropriate measures to prevent accidents and occupational illnesses in order to ensure the safety and health of employees. They regularly assess hazards and potential health risks and take the necessary measures to counteract them. Business partners support continuous development to improve occupational safety in an appropriate manner.

3.4 Environmental responsibility

In line with our social responsibility, we consider environmental and climate protection to be a basic requirement of our business and business relationships. We therefore expect our business partners to protect the natural environment, use existing resources responsibly and take measures to protect the environment. Environmental risks associated with business activities are identified, assessed and mitigated. Measures are implemented to reduce the environmental impact, particularly regarding reducing CO_2 and greenhouse gas emissions, air pollutant emissions and waste generation.

4 Ethical principles

4.1 Prohibition of Discrimination

Any form of unequal treatment of employees that is not justified by job-related requirements is prohibited. This includes discrimination based on gender, race, caste, national, ethnic or social origin, skin color, disability, state of health, political conviction, origin, ideology, religion, age, pregnancy or sexual orientation. The personal dignity, privacy and personal rights of all are to be respected.

4.2 Grievance mechanism

The supplier is obliged to pass on the information received from chargecloud regarding the availability, responsibility and implementation of the grievance mechanism to its employees in an appropriate manner. The complaints procedure must be accessible to employees, while maintaining confidentiality and providing effective protection against discrimination. In the absence of instructions, it is the responsibility of the supplier at the operational level to establish an effective complaints mechanism for individuals and communities.

4.3 Preservation of natural resources and basic human needs

The supplier is obliged to respect the legitimate rights to land, forests or water and must not take any measures that endanger people‘s livelihoods. It is important to avoid any harmful effects on soil, water, air, noise or excessive water consumption, especially if this affects health, significantly disturbs the natural foundations of food production or prevents access to clean drinking water or sanitation.

4.4 Fair competition

Fair business practices, advertising and competition must be considered. This means that the current antitrust laws must be followed, which in particular prohibit agreements and other activities that influence competition, such as price fixing or agreements on terms and conditions.

4.5 Integrity/Bribery, Acceptance of Benefits

The highest standards of integrity must be applied in all business activities. The supplier must apply a zero-tolerance policy to prevent bribery, corruption, extortion and embezzlement. Procedures must be put in place to monitor and enforce the standards to ensure compliance with anti-corruption laws.

4.6 Confidentiality and data protection

The supplier is obliged to meet reasonable expectations regarding the protection of personal data of its customers, suppliers, consumers and employees. It is important to comply with current data protection laws, information security regulations and official regulations when collecting, storing, processing, transmitting and disclosing personal information.

4.7 Intellectual property

Intellectual property rights must be respected, and customer data and intellectual property rights must be protected.

5 Compliance and cooperation of the business partner

We expect our business partners to comply with and implement the above principles on their own initiative. Taking into account our duty of care, we reserve the right to conduct a risk-based audit of our business partners and their business areas as part of a risk analysis and expect the business partner to provide the necessary cooperation in a permissible manner.

If, during or, as a result of the business relationship, we become aware of or have reasonable grounds to suspect a breach or potential breach of our principles, we reserve the right, in particular, to demand information about the respective facts in a permissible manner. Depending on the severity of disregard, violation or the human rights or environmental risk, we reserve the right to review the business relationship and, after carefully weighing up the interests involved in individual cases, we are entitled, as a final step and within the bounds of proportionality, to terminate the business relationship with immediate effect.

By signing, we confirm our acceptance of this Supplier Code of Conduct:

Place, date

Name, position

Company stamp

chargecloud

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