

CODE OF CONDUCT FOR THE TTR GROUP – THE FOUNDATION OF WHO WE ARE



The TTR Group is a leading provider of Customer Experience and Customer Insights Management software and services. The services and products we offer are subject to the most rigorous quality standards as stated in our quality policy. We place the same demands on ourselves. The success of our company is due to our qualified and motivated employees who are always aware of their obligations to colleagues, customers and business partners. Our corporate culture is defined by ethical behavior, integrity and trust. We are aware of our social and ecological responsibilities and support appropriate projects. Our continued success depends on each one of us making our contribution to maintaining these values in our daily work and in all decisions we make. We are committed to protecting the environment, to upholding human rights and labour standards and to prohibiting corruption and bribery. We expect our suppliers and business partners to share this commitment. Besides commercial criteria, we can only accept to work with suppliers that know and meet the requirements of this code of conduct.

The code of conduct of the TTR Group is based on the following key values:

1. Compliance with applicable laws

The TTR Group is active worldwide in many different markets and countries. We always respect national and international laws and ethically appropriate rules of our industry. We comply with the international human rights at any occasion. We strictly decline all kind of forced labour. Equally we distance ourselves from exploitation against children and youngsters and we will never tolerate child labour.

2. Avoiding conflicts of interest

All business transactions of the TTR Group must be determined primarily by corporate decisions. They may not be influenced by personal or private interests. In our business dealings we never accept presents or payments in our own name or in the name of third parties, nor do we offer such. We do not participate directly or indirectly for our personal benefit in activities which run counter to our obligations to the TTR Group.

3. Data security and data protection

Sensitive and secure handling of data is inseparable with the business activities of the TTR Group and is therefore a matter of course. We process these data in accordance with legal requirements and protect them with our strict internal guidelines and circumspect personal conduct. We do not communicate information from and about our company to the outside world unnecessarily and we protect business documents from being seen or accessed by third parties.

4. Respect for each other

The corporate culture of the TTR Group is characterized by the individual diversity of its employees. We believe that a successful working environment can only develop when each of us feels valued. We do not tolerate any form of discrimination due to sex,

religion, sexual orientation, ethnic background, age or disability. Nor do we tolerate any form of harassment. We are always polite and respectful to customers, partners and suppliers.

5. Open communication

The working processes of the TTR Group are based on commitment, personal responsibility and self-reliance. We discuss questions openly and neutrally and actively canvass different opinions in order to find the best solution. We formulate criticism objectively and not personally. Once a decision is made, it is accepted by all and implemented as a team. Communication with our customers and business partners is characterized by trust and fairness. We address even difficult matters openly and do not cover up any mistakes; rather we use them as a chance to improve. The deliberate creation of erroneous records or documents has no place within the TTR Group. Each one of us is responsible to ensure documents are up to date, complete and accurate - including financial reporting. Our cooperation with work council is based on the acknowledgment of individual freedom of association and the right for collective bargaining. An open and honest dialogue with employee representatives will lead to best results.


6. Social responsibility

Our conduct inside and outside the group is directed primarily to ensuring the long-lasting financial success of the TTR Group. However, we also understand that we may not forget the big picture. We support and promote our employees' contributions to social responsibility in the private sphere and as a company we support charitable projects with our knowledge and with donations of money or in kind.

7. Environmental protection

We are aware of the limited natural resource of our plant. When selecting equipment and supplies for work we will consider the environment and keep consumption as low as possible.

For the TTR Group



Yousef Hammory Volker Spahn Barbara D'Emilio Imme Dierdorf