



CODE OF CONDUCT

Status 11/2023

TOPTEAM
READY FOR YOUR SUCCESS

„The heart of success
is a good team & the
right people behind
it!"

- Topteam GmbH is an owner-managed personnel services agency based in Offenbach
- With more than 25 years of experience in personnel marketing, Topteam has managed more than 20,000 projects worldwide
- In supporting more than 1,100 renowned clients, Topteam is characterized by the innovative strength of its 21 permanent employees based in the Rhine-Main region
- Topteam has a pool of more than 2,500 personally cast hostesses who speak over 40 languages

Preface

Dear colleagues, customers & service providers

This Code of Conduct is a guideline for the entire company and applies equally to every employee of Topteam GmbH. It is intended to provide you, the employees, customers and suppliers, with guidance for your daily work with Topteam in order to master ethical and legal challenges in the interests of the company. Topteam expects its employees as well as its business partners and suppliers to behave correctly and with integrity.

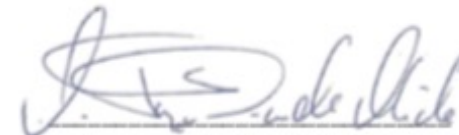
Especially as an agile agency in a growing regulatory environment, we want to set out rules and guidelines for our conduct towards each other and our business partners. This Code of Conduct can also be understood as a record of all the values, principles and measures that have always characterized us. It represents the demand we place on ourselves to live up to the values and principles listed therein.

This is not just about legal provisions and regulations. Rather, it is about the inner attitude of our top team, without which we would not exist. A compliance culture that is practiced by all employees is an essential building block for our continued sustainable success.

The aim of this success is to ensure that everyone feels comfortable at our events and that we exceed the goals we have set ourselves! We rely on the trust of our customers and take the suggestions, wishes and needs of our guests seriously; they are an incentive for us and are fulfilled as far as their feasibility allows. We work with a high degree of professionalism and flexibility and are always solution-oriented when faced with challenges. Our aim for our guests is to feel at home with us and enjoy an eventful time.

The Code of Conduct is intended to help us all to achieve this goal!

Your



Alexander Törpsch-
von der Heide



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I. Our Aspiration

Topteam – the name says it all

The name Topteam stands for quality and outstanding services. Nevertheless, Topteam is not just a simple event personnel service provider. Behind the many years of success of our company are common values that determine our actions.

We stand for reliability, flexibility, trust and transparency, and we are characterized in particular by quality and an eye for detail.

Our aim is to operate sustainably with the highest quality, to actively shape our industry for the future and to develop it further.

The journey is our goal. Our integrity and collaborative approach to our employees, partners and customers, coupled with our innovative spirit, are key success factors through which we also want to be perceived as a responsible company.

This means that we conduct ourselves honestly, fairly and with decency in every situation in our daily work. It is important to us that our employees identify with the company and our corporate culture.



II. Company culture

An environment for shared success

Our working atmosphere

We maintain an open, collegial and fair working atmosphere. Tolerance, respect and trust, as well as a constructive climate in the event of conflict, should be the main features of our culture of mutual interaction.

Customer orientation

We focus on the needs of our customers, constantly developing new solutions to exceed their expectations and achieve our goals together.

Our processes

Self-reflection is a duty for us. We do not act hastily, but carefully, in a structured and considered manner for safety and long-term success. All employees are encouraged to contribute their ideas and creativity.



II. Company culture

Development of our employees

We maintain a corporate culture in which our employees can develop their talents and ideas.

Team selection

We select employees according to their qualifications and not according to age, origin or gender, etc. We practice active diversity management and assemble our teams according to the individual skills of our employees. We regard people, their experience and personal differences as added value for our company. By forming interdisciplinary teams, the specialist knowledge, skills and abilities of experienced employees are passed on to younger colleagues and newcomers to the industry.

Transparency

Employees can make suggestions via the company suggestion scheme and are directly involved in the strategy process.

They are informed and involved directly, comprehensively and transparently about all company decisions at recurring regular meetings.

Further training

We want to offer our employees regular opportunities to develop their skills through further education, training and coaching. Continuous training measures keep the performance level of our employees at a high level.

These can include further training courses within the framework of temporary employment, management seminars or the opportunity to complete your own training certificate at the Offenbach Chamber of Industry and Commerce, and much more.

On average, every employee should complete at least 1 course per year. In addition, all employees receive further training in work and data protection.

II. Company culture

Health is very important to us

Health

The health of all employees is very important to us. Protecting them and avoiding dangers is our top priority. That's why we inform and inspire them to adopt a healthy lifestyle. We support employees who want to buy a bike for their everyday ride to work and co-finance at least 50% of each bike via Jobrad. We also support the use of public transport and carpooling.

Pension scheme

Together with Zurich Insurance plc, we have drawn up a collective framework agreement that is fully tailored to the needs of our employees. Our suppliers and customers also benefit from this measure, as we can pass on the conditions accordingly. Because: only secure employees are satisfied employees.

Work-Life-Balance

The balance between work and private life is particularly important to us. We offer flexible working time models and the option of working from home as well as part-time work. These options are actively used by employees, enabling them to organize their lives individually and take on positions of responsibility. Topteam provides its employees with all the end devices they require, as well as advice on a preventive workplace design at home.

Family and Partnership

Children and pets are welcome to come to work with you. In this way, we want to create a balance and contribute to the satisfaction of our employees. Our personnel policy is family-conscious and creates more equal opportunities.

II. Company culture

Health is very important to us

Sport & health care

Our employees regularly receive discounts on sports activities in the Rhine-Main region. Join sporting events are fully covered by Topteam. Topteam also provides financial support for competitive sporting ambitions: this year, two of our employees were able to take part in the Ironman World Championship in Nice and Hawaii. Long-distance triathlon in particular, as well as sport in general, values such as tolerance and fairness and brings people from different cultures and social backgrounds together. Sport is part of a healthy lifestyle and supports integration and education. All these values are also embodied by Topteam GmbH and we want to promote and pass them on without exception.



III. Conduct & Responsibility

Perception is determined by our behavior

Occupational health & safety

We want to offer our employees a safe environment. This is why we work closely with BAD GmbH (experts in occupational medicine, occupational health and safety and health management), whose specifications we, as a medium-sized agency, exceed, have implemented as defined standards in the company and are constantly developing these further.

Working conditions and collective agreement

Our employees are subject to the collective agreement of the General Association of Personnel Service Providers (GVP). We comply with all regulations on working hours and occupational health and safety. We pay fair wages that are always above the collectively agreed rates. We have made it our mission statement to regularly reward good work with voluntary additional benefits. We respect the right of our employees to join collective employee representations.

Compliance with the law

We require our employees to comply with the law. As a company, we are part of the society in which we operate and are therefore subject to its rules and laws. We do not do or refrain from doing anything that would lead to a violation of the law. Exceptions to this rule are also not permitted due to industry or regional customs.

Duty to provide information

Lawful conduct requires knowledge of the relevant laws and other regulations. Every employee should inform themselves independently about the legal regulations relevant to their area of responsibility. Irrespective of this, managers should consider it their duty to provide information about relevant laws and ensure compliance with them.

Business partners

The business practices of our business partners and their suppliers must also comply with the applicable laws.

III. Conduct & Responsibility

We take responsibility

Responsibility

Our corporate culture is characterized by mutual respect and responsible interaction with one another. This applies to our cooperation with business partners, customers and our teams. We help each other and find the best solution together. Our reputation is significantly influenced by the behavior of our employees. Misconduct can lead to major damage, for example in the form of reputational damage or penalties, which can affect every employee.

All employees therefore bear responsibility for professional and collaborative cooperation in the workplace and beyond. The reputation of TopTEAM is our responsibility and is shaped by the behavior of each individual.

Private commitment

We may also be perceived as representatives of TopTEAM in the private sphere. We therefore do not associate private expressions of opinion with TopTEAM. Managers must distinguish themselves in particular through exemplary personal behavior.

TopTEAM GmbH expressly encourages social commitment. As part of society, employees assume responsibility in their private lives, for example through social commitment and membership of associations and organizations.

However, no corresponding activities are permitted in the name of TopTEAM GmbH, in particular donation activities, e.g. to any political actors. Only the management of TopTEAM GmbH decides to what extent TopTEAM is involved as an active social actor in political issues and social discussions.

The social web no longer turns users into mere recipients of messages, but rather publishers of content. Employees should therefore not express themselves on behalf of TopTEAM in blogs, social networks, online stores or on news portals.

III. Conduct & Responsibility

Perception is determined by our behavior

Equality, diversity and non-discrimination

We live a culture of valuing each individual, mutual trust and mutual respect. We treat everyone equally, regardless of gender, age, skin color, culture, ethnic origin, sexual identity, disability, religious affiliation or ideology or other individual characteristics. We are committed to equality between women and men. We integrate everyone equally into the work process. We do not accept any behavior that involves discrimination, personal harassment or insults.



IV. Sustainability

Responsibility towards nature and resources

Ecological responsibility

We want to make a contribution to the fight against climate change. That is why we try to operate with foresight and reduce our environmental impact. The sustainable use of raw materials, water and energy is at the heart of this. Emissions, pollutants and waste are also continuously reduced and the search for sustainable alternatives is driven forward.

When selecting our partners, we look for companies that, like us, strive for and can demonstrate sustainable business practices. We prefer regional cooperation and pay attention to established certifications and environmental labels.

Measures

In order not to push the planetary boundaries any further, we as Topteam GmbH are striving for ISO 20121 certification for sustainable event management.

All employees are required to treat the natural resources used in our company efficiently and with care. We observe the principles of animal and species protection as part of our business activities.

We pay attention to the origin of purchased products and services and prefer sustainable products of local origin. After consultation with our customers, we prefer to purchase all our outfits from 100% recycled materials (the only exception is customers who expressly do not want this, but here too we emphatically point out the potential for optimization).

Of course, we adhere to the waste principle of "avoid, recycle, dispose" and work in a climate-neutral way by keeping our greenhouse gas emissions to a minimum.

IV. Sustainability

Verantwortung gegenüber Natur und Ressourcen

Measures

Our goal is to have a paperless office by 2028. All personal data, administrative processes, employment contracts, planning folders for our team leaders on site, etc. will be digitized and prepared on appropriate end devices. All for one reason: to save paper and printing ink.

We are working together with the General Association of Personnel Service Providers on further measures to further digitize federal legislation with regard to employment laws (e.g. employment contracts for a limited period of time in the original or temporary employment contracts, which to date still have to be created in the original and therefore printed).

Business trips are only undertaken if the need for a personal meeting or a site visit is essential. We always choose the means of transportation that best combines ecological sustainability and short travel times.

Our pool vehicles are charged 100% with solar energy from our own solar system. This means we avoid any discussion about generating green electricity and drive urban routes purely electrically.

The Topteam agency only uses green electricity for their offices in the Rhine-Main region and 100.00% of its company vehicles are already electric (since 11/2023).

For larger group trips, we either use Deutsche Bahn or form car pools, which use our own sustainable pool vehicles wherever possible.

V. Dealing with third parties

Behavior in the business environment

Since not only business success is decisive for us, but also the way in which we act, we behave fairly and honestly towards our customers and business partners. Through trust and reliability, which are not just values but the basis for our success, we build stable and long-term relationships with our customers and business partners.

Conflicts of interest

Topteam attaches great importance to ensuring that its own employees do not have any conflicts of interest or loyalty. Should this nevertheless be the case, we ask all employees to contact their superiors in confidence.

Corruption, bribery and unauthorized actions

We do not allow ourselves to be misused for unlawful purposes and improper conduct and reject any form of bribery and corruption in all its forms or other unjustified granting of advantages in all business relationships.

As part of society, we want to contribute to the further development of the economy and use certain control mechanisms to prevent bribery, theft and fraud. We do not participate in money laundering and terrorist financing and report any suspicious cases. We are committed to fair competition and do not participate in anti-competitive practices.

Our partners are also required to act in accordance with the law and avoid risks.

V. Dealing with third parties

Behavior in the business environment

Dealing with gifts and invitations

At Topteam GmbH, we have clear guidelines for dealing with gifts and invitations, among other things, in order to protect our own employees from possible undue influence. It is not permitted to accept or demand personal benefits in connection with your work for the company.

Gifts and invitations may only be accepted if they are common practice (value limit 50 euros) and can be regarded as gestures of courtesy or favor (e.g. promotional gifts with logo, etc.). Gifts of money are generally excluded.

Secondary employment

During working hours, all employees concentrate on the fulfillment of their duties. Secondary employment must not be detrimental to Topteam GmbH and is only permitted with prior consent. Secondary employment may be prohibited for legal reasons.

This happens if it can lead to an impairment of work performance, contradicts the duties within the company or there is a risk of a conflict of interest. We welcome employees who are involved in charitable causes and hold honorary positions.

Personal & human rights

People are always at the center of our daily work as a personnel service provider. We therefore respect personal and human rights and reject all forms of child and forced labor.

We are committed to upholding human rights in accordance with the UN Charter and the European Convention on Human Rights and to following the human rights principles of the UN Global Compact and do not tolerate violations in any form.

VI. Data protection

Responsible handling of data & information

Personal data

For us as Topteam, the protection of personal data (e.g. names, contact details, bank details, photos) is more than just a legal obligation. Responsible and transparent handling of the personal data of customers, employees and business partners forms the basis of any trusting collaboration.

We treat all personal data with the utmost care and in accordance with the General Data Protection Regulation. Personal data may only be collected, processed and used to the extent permitted by law or with the consent of the data subject. The protection of this personal data is ensured by technical and organizational measures and the rights of the data subjects are guaranteed.

Measures

All employees are responsible for the proper handling of data entrusted to them and contribute to ensuring information security at Topteam by complying with internal guidelines.

Core elements include in particular the handling of company confidential information and business secrets, the secure use of e-mails, information about computer viruses and malware, the handling of passwords, mobile devices and cloud systems, as well as other content relating to information and its protection.

The aim is to protect data and information from loss, falsification, damage or even deletion, because business information is confidential. There is a duty of confidentiality. This duty of confidentiality applies in particular to business and marketing plans, reports, customer information, salary data, internal communications and instructions or other business and trade secrets.

The obligation to maintain confidentiality also applies beyond the duration of the employment relationship.

VII. Behavior in case of violations

Advice is valuable and welcome

Reporting violations

We can only react appropriately if we deal openly with possible violations. This helps us to prevent damage to Topteam, our employees and our business partners. The first point of contact for reports is the line manager.

Every employee is entitled and encouraged to report violations of this Code of Conduct, applicable law or the guidelines in force at Topteam.

Topteam agrees not to retaliate against any employee for reporting to management or an officer a violation or suspected violation of this Code of Conduct, applicable law or applicable policies.

Measures

Topteam GmbH will take every report seriously and document the receipt and subsequent processing. Subsequent processing depends on the nature of the report and the seriousness of the allegation. Depending on the assessment, internal investigations may be carried out or external audit specialists may be called in. The results of the investigation and the possible consequences thereof are properly documented.

Contact person

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VIII. Compliance

Code of Conduct

The regulations in this Code of Conduct represent our guidelines and are binding for all Topteam employees. Every employee, both internally and externally, undertakes to act in accordance with these guidelines.

Our managers act as role models and are responsible for ensuring compliance with the policy. They are available to employees for questions and support. They ensure that the Code of Conduct is regularly communicated and understood.

Our employees, customers and service providers, all of whom we regard as our partners, are asked at regular intervals to confirm that they have understood and complied with the rules of the Code of Conduct and have reported any breaches of which they become aware.





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