

CODE OF CONDUCT

# Our guidelines and principles



# FOREWORD

This Code of Conduct is a voluntary commitment to ourselves, our customers, and all interested parties. Our business and resulting practices are based on fair conduct, honesty, and integrity.

This Code of Conduct serves in particular to help our employees and managers understand and live our fundamental principles. This document therefore applies to every person in the Ihle Group.

This Code of Conduct thus clearly demonstrates to all interested parties (business partners, customers, and private individuals) our commitment to living our values and principles.

## UN GUIDELINES AS A BENCHMARK

### Our commitment

This Code of Conduct sets out rules that must be observed by every person in the company. Members of the management board and all executives in particular have a responsibility and obligation to actively implement the Code of Conduct. These individuals serve as exceptional role models in this regard.

We attach great importance to well-trained, motivated, and conscientious employees; they are indispensable to the success of the company. It therefore goes without saying that we treat our employees with respect, do not restrict their dignity in any way, and practice equal opportunities. Any form of corporal punishment, psychological or physical abuse, or intimidation is prohibited.

In this context, we are clearly committed to complying with the UN Guidelines on Human and Labor Rights, as well as the requirements of the OECD Guidelines. The prohibitions on child and forced labor are fulfilled.

Discrimination of any kind will not be tolerated. We take a firm stand against unacceptable treatment of employees, especially with regard to violence, harassment, threats, humiliation, or bullying within the company. Working hours are set in accordance with legal requirements and collective bargaining agreements. All employees are remunerated in accordance with their position, and the statutory minimum wage is exceeded in all cases.



Employment contracts regulate all details of employment and all voluntary social benefits in a transparent and comprehensible manner. Our employees' workplaces are safe, clean, and do not pose a health hazard. We promote equality and equal opportunities for all our employees and are committed to ensuring that none of these individuals are discriminated against on the basis of gender, sexual orientation, ethnic and national origin, religion, age, disability, or personal identity.

We also support women in their professional development and in taking on leadership positions. We have established a committee that promotes equality for all individuals within the group. We encourage any employee who feels they are not being treated equally to contact the representatives or to express their concerns anonymously using the contact form (website or on site). We also live up to our social responsibility by, for example, providing ongoing support to food banks and educational initiatives such as reading islands.



COMPREHENSIVE DATA PROTECTION

Confidentiality

Employees of the IHLE Group are obliged to maintain all business secrets and internal information that they become aware of in the course of their work. Data secrecy in accordance with the GDPR also applies to all persons within the company. We expect this confidentiality to be maintained both for information marked as confidential and for information that is generally not intended for the public. The duty of confidentiality also applies beyond the termination of contractual relationships.

CONTROLLED RAW MATERIAL QUALITY

Product safety

As an IFS-certified manufacturer of baked goods for everyday enjoyment, we combine taste and variety with quality and safety. The consistent quality of our products is based on the best, continuously monitored raw materials, which we source from regional partners wherever possible. All ingredients and preliminary products can be traced back without exception. Our suppliers must meet requirements regarding their own

certifications; inspections of production and storage facilities are carried out unannounced (supplier agreement). During production, we ensure the best possible execution in accordance with artisanal standards. Sophisticated processes and short distances in our modern production facilities guarantee optimal freshness, safety and protection for our customers.



MINIMAL CARBON FOOTPRINT

Environment/  
Sustainability

Respecting the environment and minimizing our impact on it is part of our sustainability agenda. We rely on short distances with regional partners to avoid energy-intensive transport as much as possible. This also includes the use of raw materials such as flour from Bavaria. We continuously invest in modern technology to use valuable energy as efficiently as possible.

Our facilities are continuously adapted to technical developments. As soon as a technical innovation can help us consume less energy, we examine it. Many small improvements ultimately have a big impact on minimizing the carbon footprint of our products. We demand the same efforts not only from our employees, but also from our business partners.



CONFIDENTIALITY IS MAINTAINED

Feedback mechanism/  
Complaint management  
and whistleblowers

We strengthen and maintain the trust of all interested parties (business partners, service providers, employees, the public) in our company. Feedback of any kind has always been crucial to us. Every piece of feedback helps us to continuously improve and develop ourselves and our companies.

We encourage all business partners, employees, and affiliated companies to report any misconduct and to inform us of any incidents that do not comply with our values and principles set out in this Code of Conduct.

We recommend that all partners and employees contact their specific contact person, supervisor, or a trusted representative. Furthermore, complaints/objections/improvements/suggestions can be submitted to us anonymously using the contact form on our website. We will not trace any information that is submitted to us anonymously.

All reports will be treated securely and confidentially. However, if these reports are relevant under criminal law or violate applicable law, we reserve the right to conduct further investigations and take appropriate action.

CLARITY AND TRANSPARENCY

Bribery, money laundering,  
and corruption

Company employees are not permitted to accept gifts, invitations, or other benefits from suppliers and business partners that could influence decisions. We therefore take a firm stance against any form of corruption. Every employee is obliged to report any suspected cases or even legal doubts regarding the existence of corruption, bribery, or money laundering. We reject any business involving funds that have been acquired by criminal means. We urge our business partners to speak out against corruption and bribery.



RESPECT AND FAIRNESS

Obligations of suppliers  
and service providers

We expect our suppliers and service providers to observe the guiding principles of this Code of Conduct and, if necessary, support them in establishing the same within their companies and further supply chains. The entire IHLE Group respects the rules of fair and open competition and does not enter into any agreements that would influence competition in an impermissible manner. This principle applies equally to our suppliers and service providers. Both our service providers and suppliers must comply with the laws and regulations of the countries in which they operate.



CONSCIOUS COMMITMENT

Consequences  
of non-compliance

This Code of Conduct combines both legal and company regulations. The obligation to comply with and uphold the principles listed in the Code of Conduct arises directly from laws, internal regulations, company guidelines, and the employment contract.

The entire IHLE Group and all our employees conduct ourselves in accordance with this Code of Conduct. We are aware that failure to comply with this voluntary commitment – especially in the case of intentional violations – will result in serious consequences.





**YOUR RELIABLE  
PARTNER**

## Contakt

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