

# Code of Conduct for Employees of Intershop Communications AG

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We are Intershop – our commitment to integrity and quality

Dear Colleagues:

It is important for us to rethink our conduct, both internally and externally, in a time of constant change when we all face great economic and political uncertainty. We have therefore set out the principles we live by every day and documented them in this Code of Conduct.

At Intershop, we not only seek to ensure quality and ethical business practices in our products and services, but also to exhibit high levels of sustainability, integrity, trust, and reliability in dealing with each other and with our business partners, customers, suppliers, and service providers. This is the basis and prerequisite for successfully growing our business over the long term.

Our good reputation and continuing business success depend on each of us setting a good example, living by our values and standards of conduct, and putting them into practice regardless of our specific duties and role at Intershop.

Jena, February 15, 2023



Markus Klahn  
Chief Executive Officer



Petra Stappenbeck  
Chief Financial Officer

# Preamble

Our Code of Conduct describes the standards we adhere to as a company. It provides guidance on doing business in line with our values and the applicable laws and regulations and summarizes the key principles and rules that govern our business activities.

Our Code of Conduct is the binding standard for our professional conduct; it applies to all governing bodies and employees of Intershop Communications AG and the companies it controls ("Intershop"). It helps us to implement our corporate values, with the personal responsibility and judgment of our staff being crucial in this regard:

1. Customer focus
2. Employee centricity
3. Quality and reliability
4. Flexibility and speed
5. Openness and transparency
6. Entrepreneurial thinking and acting
7. Diversity and inclusion
8. Sustainability

Our Code of Conduct is divided into three subject areas:

1. **Quality, reliability, and customer focus** –  
our conduct within the company and in business transactions
2. **Employee centricity, diversity, and inclusion** –  
our conduct toward each other
3. **Openness, transparency, and sustainability** –  
our conduct as a member of society

# 1 Quality, reliability, and customer focus – our conduct within the company and in business transactions

## WE COMPLY WITH LAWS AND POLICIES

We are all required to comply with applicable laws and regulations, the company's internal policies, instructions, and directives, including this Code of Conduct, and to act accordingly. Each of us must know and understand the legal regulations and internal policies relevant to their area of responsibility. The Management Board and our management team are available to provide support and advice.

## WE AVOID CONFLICTS OF INTEREST

To safeguard Intershop's reputation, we must ensure that our relationships with third parties are above board and that we are able to make objective and loyal business decisions on behalf of Intershop. We must keep personal interests and Intershop's interests strictly separate. This includes avoiding situations that could lead to a conflict between our own interests and the interests of Intershop. Even the appearance of a conflict of interest must be avoided. If this is not possible and conflicts of interest do occur, they must be disclosed transparently to the appropriate manager or the Management Board.

### *What is a conflict of interest?*

*A conflict of interest exists when our personal interests either actually or apparently affect our ability to perform our duties objectively in the best interests of Intershop. A conflict of interest may arise, for example, if we or a family member hold a direct or indirect personal stake in a customer, supplier, business partner, or competitor of Intershop.*

## WE DO NOT TOLERATE CORRUPTION

Intershop does not accept or tolerate any form of corruption or unlawful influence. We comply with applicable anti-corruption laws, including but not limited to extortion, fraud, and passive and active bribery. Particular attention should be paid to gifts and hospitality, which must always be limited to courtesies given in the ordinary course of polite business. They must never influence, or appear to influence, a business decision.

Before giving a gift, or extending or accepting an invitation, we must consider whether the value is reasonable and whether it might be seen as improperly influencing a business decision. No gifts or hospitality involving public officials or state organizations are permitted. Details of how gifts and hospitality are to be handled is provided in Intershop's DOs & DON'Ts. If in doubt, contact your line manager or the Management Board.

#### *What is bribery?*

*Bribery is defined as promising, offering, providing, or accepting money or other items of value, directly or indirectly, to/from another person in order to secure a business transaction or other improper advantage. Bribery is an offense liable to prosecution, for both the bribe giver (active bribery) and the recipient of the bribe (passive bribery).*

### **WE COMBAT ALL FORMS OF MONEY LAUNDERING**

We comply with anti-money laundering legislation and do not engage in money laundering activities of any kind. In the event of any unusual financial transactions that could give rise to a suspicion of money laundering, or if there are other doubts about the permissibility of transactions or queries arise, the Management Board must be informed without delay.

### **WE COMPLY WITH EXPORT AND IMPORT REGULATIONS**

We comply with any trade restrictions that are in place and observe import and export control regulations and economic embargoes.

### **WE STAND FOR FAIR COMPETITION**

Intershop is fully committed to fair competition and to compliance with applicable antitrust and competition regulations. We do not tolerate any breaches of these regulations and punish violations.

#### *What is antitrust law?*

*Antitrust law forbids companies from engaging in market collusion. Examples include:*

- *Price fixing*
- *Bid rigging*
- *Allocation of markets / territories / customers*
- *Boycotting or price discrimination against certain customers or suppliers without legitimate and objective justification*
- *Sharing or disclosing sensitive commercial information about competitors, customers, or business partners.*

All engagement in trade associations and interest groups requires strict compliance with the above rules. Even the appearance of any anti-competitive conduct must be avoided.

### WE ARE COMMITTED TO THE QUALITY AND SAFETY OF OUR PRODUCTS

The quality of our products and their safety for our customers and business partners are key elements of our identity and how Intershop is perceived. We comply with all quality control requirements relevant to our activities and honor our clients' contractual terms and specifications. We ensure that, like us, our business partners establish and maintain effective methods and processes to prevent copying or unauthorized sharing of our products or unauthorized access to services.

### WE ARE PART OF A RESPONSIBLE SUPPLY CHAIN

We are aware of our responsibility as a global company. A constructive, trusting, and respectful partnership with our business partners is a central aspect of this responsibility. Accordingly, we expect our business partners to comply with our Business Partner Code of Conduct and, in turn, to pass on our standards to their suppliers.

### WE COMPLY WITH THE RULES ON INSIDER TRADING AND DEALING WITH INSIDE INFORMATION

We adhere strictly to the statutory provisions on insider trading and the handling of inside information. An insider trading ban applies to anyone who possesses confidential information, the disclosure of which could have a significant impact on the share price. We treat inside information as strictly confidential. Each of us ensures that unauthorized third parties do not gain access to such information. "Third parties" includes relatives, friends, and acquaintances. Our Management Board is available to clarify any doubts.

### WE REPORT AND COMMUNICATE BUSINESS TRANSACTIONS TRANSPARENTLY AND TRUTHFULLY

Transparent and truthful reporting and communication of Intershop's business transactions is of central importance to us. We ensure that the information contained in our internal and external business records is accurate, comprehensive, appropriate, and intelligible and that it is presented correctly in a timely manner.

### WE COMPLY WITH INFORMATION SECURITY AND DATA PRIVACY REQUIREMENTS

We are required to use IT systems in a way that complies with the statutory provisions and our internal company policies and directives and to utilize the available security arrangements and procedures (including encryption and passwords).

We treat personal data as confidential; it may only be collected, processed, and used within the scope of the relevant data protection provisions.

## WE MAINTAIN CONFIDENTIALITY

Each of us is required to maintain confidentiality with regard to all of Intershop's internal matters, confidential information, and trade secrets, including confidential information and trade secrets of our customers, suppliers, and business partners.

*What is confidential information / are trade secrets?*

*Confidential information is any information that is not in the public domain. Confidential information includes, but is not limited to, information provided by customers or suppliers, information subject to a non-disclosure agreement, and information designated as confidential.*

*What are trade secrets?*

*A trade secret is information that is not, either as a whole or in the precise configuration and assembly of its constituent parts, generally known or readily accessible to persons in the circles that normally handle this type of information and therefore has commercial value; that is subject to, in view of the circumstances, reasonable confidentiality measures by its rightful owner; and where there is a legitimate interest in confidentiality.*

*Examples of confidential information or trade secrets include business strategies, research results, patents and other intellectual property rights, the contents of internal reporting, prices and price components, and employee information designated as confidential, regardless of whether it became known verbally, in writing, electronically, or in any other form.*

We are required to safeguard confidential information and trade secrets at all times, unless disclosure is expressly authorized by the responsible manager. This also applies to disclosure of confidential information and trade secrets to coworkers, which is only permitted on a need-to-know basis.

## WE PROTECT OUR ASSETS AND COMPETITION-RELATED INFORMATION

Within our individual area of activity, we are responsible for protecting Intershop's tangible and intangible assets from unauthorized disclosure, loss, damage, or theft. We do not engage in any activities that could damage Intershop's image and reputation. We respect the intellectual property of others.

*What are tangible and intangible assets?*

*Tangible assets include all items such as buildings, land, products, vehicles, computers, inventories, and all forms of records and documents.*

*Intangible assets include know-how, industrial property rights, technologies, trade secrets, and other information that is valuable and important to Intershop and thus needs to be protected and which is designated or identified as such by the Management Board, customers, or suppliers.*

Facilities, equipment, and other company property may not be used for private purposes unless private use is expressly and verifiably permitted.

## 2 Employee centricity, diversity, and inclusion – our conduct toward each other

### WE VALUE AND PROMOTE AN OPEN AND RESPECTFUL CORPORATE CULTURE

In our company, everyone is part of the team. We regard all employees, customers, and business partners as team members. Our interaction with each other, with customers, business partners, and with third parties must be characterized by respect and appreciation. Intershop fosters a culture of equal opportunity and respects the structures, customs, and traditions of other cultures. No one may be discriminated against or disadvantaged on the basis of nationality, ethnic origin, skin color, sexual identity, religion, ideology, or disability or on the basis of gender or age. We do not tolerate any form of demeaning treatment, abuse, harassment, or intimidation. Misconduct will be punished.

### WE ARE COMMITTED TO OUR RESPONSIBILITY TOWARD PEOPLE

Intershop is committed to complying with internationally recognized human rights and rejects all forms of child labor and forced labor.

### WE ARE COMMITTED TO RESPECTING EMPLOYEE RIGHTS

Intershop recognizes the conventions of the International Labor Organization (ILO) and the OECD Guidelines for Multinational Enterprises. Remuneration and other benefits should comply, as a minimum, with the applicable national and local statutory standards or with the level prevailing in the national economic sectors/industries and regions.

### WE ARE COMMITTED TO A SAFE AND HEALTHY WORKPLACE

Intershop is committed to promoting and maintaining the health and safety of our staff. Our employees are the foundations of our business. We comply with occupational health and safety regulations. Our managers instruct and support their teams in meeting this responsibility.



### 3 Openness, transparency, and sustainability – our conduct as a member of society

#### WE ARE COMMITTED TO ENVIRONMENTAL PROTECTION, CLIMATE CHANGE MITIGATION, AND NATURE CONSERVATION

We regard environmentally responsible conduct and sustainable use of natural resources as an ethical and corporate duty. As such, we contribute to the conservation of natural resources, biodiversity, and the protection of our climate for future generations. In doing so, we are securing our own long-term viability and competitiveness. Compliance with the applicable environmental regulations is an essential part of this endeavor. We all bear responsibility for treating our natural resources with due care and, through our actions, helping to protect the environment, climate, and biodiversity.

#### WE SEE OURSELVES AS AN ACTIVE MEMBER OF SOCIETY

Intershop supports social causes and local communities. We attach great importance to transparency with regard to our donations and sponsorships. We use our sponsorships to promote specific objectives, e.g., cultural or sports activities, and for educational purposes. Our donations are made voluntarily. We do not expect anything in return and we comply with the applicable laws and regulations. We do not make donations for political purposes or to party-affiliated or party-like organizations, elected representatives, or candidates for political office.

#### WE FOLLOW OUR GUIDELINES FOR PUBLIC COMMUNICATIONS

Communication on behalf of Intershop, in particular to the media and in social networks, is only performed by those authorized to do so by the Management Board.

When expressing private opinions in public that are unrelated to our duties and functions at Intershop, we do not make reference to those duties and functions. We also refrain from making any statements in public that are damaging to our business or reputation

## Contact persons and dealing with doubtful cases

### SEEK ADVICE – REPORT CONCERNS

This Code of Conduct serves as a guide for all of us but it cannot exhaustively address every doubtful case or specific problem or provide a simple answer to complex situations. Our managers and Intershop's Management Board are available to all employees for consultation at any time. There is also the option of reporting possible violations of the law or breaches of internal policies such as this Code of Conduct to Intershop via Intershop's digital whistleblower system. All reports are treated confidentially. More information is available on the intranet.

Breaches of the law, this Code of Conduct, and internal policies and directives may be subject to an appropriate penalty. Managers may also be held accountable if they fail to detect such breaches within their area of responsibility or fail to follow them up in a diligent and responsible manner.