

## CODE OF CONDUCT - We want to live up to our values

### Preamble

ITC - Institut TakeCare has long been active as a specialized research, development and consulting company. We know: In consulting, success and value creation depend on trust. In a complex and challenging business environment, trusting relationships are based on people working with competence, integrity and reliability. Compliance with laws, regulations and corporate guidelines should therefore be a matter of course for each and every one of us.

Our corporate values **Intelligence - Trust - Competence** affect the way we work and express our understanding of striving for high professional standards. They form the basis for our self-image - as a company, as an institution or partner and as employees of ITC - Institut TakeCare. They should help us to achieve excellent results and create real value for our company, our clients and the society in which we live.

In order to provide clear guidelines for our work and the way we deal with customers, business partners and colleagues, this Code of Conduct has been developed. The code is intended to reflect our values and describe how we put them into practice. put them into practice.

Each of us is called upon to act correctly and appropriately, to be self-critical and to seek advice when there is uncertainty. Today more than ever, ethical behavior, moral conduct and integrity are the prerequisites for successful business development and outstanding service to our customers. That is why we do our best to live up to our values.

## CODE OF CONDUCT

Our corporate culture is characterized by three core values: Intelligence - Trust - Competence. We at ITC - Institut TakeCare are committed to these core values. They form the basis for our professional work, our interaction with our clients, business partners and business partners and communities, and they define our entire corporate culture. corporate culture.

ITC - Institute TakeCare is an independent. Owner-managed company that has the ability to understand entrepreneurial challenges in the healthcare industry and knows what makes successful healthcare entrepreneurs. That means actively exploring unconventional ideas, taking risks and breaking new ground, but also being willing to take responsibility. We want our employees to take responsibility for entrepreneurial decisions early in their professional development. We strive to find innovative and sustainable solutions to help our customers.

Our goal is to act competently in our work with our customers, in the way we develop our knowledge, and in our dealings with each other - externally and internally - to develop good and sustainable solutions and to work together in a spirit of trust.

To achieve our performance, we aim to work closely with representatives of integrity and competence from academia, business, politics and society to combine our consulting expertise with external knowledge, experience and business perspective wherever possible. We strive to provide sound analysis and pursue fact-based approaches. We invest in the development of our people to ensure outstanding results for our clients and to build long-term relationships with them. We value open discussion and debate in decision making until the best possible outcome is achieved. Quality checks during and after each project ensure that all our deliverables meet high standards and lead to reliable, sustainable results.

We are attentive, respectful and responsible consultants. ITC - Institute TakeCare employees are expected to work in a combination of intellectual and emotional competence to truly meet the goals and needs of our clients. We act as partners with our clients and are committed to tolerance and respect.

We value diversity as a strength.

### Our responsibility

- We comply with the relevant laws and regulations.
- We support the development of a strong and sustainable society.
- As a company, we are part of the society in which we operate.
- We take our social responsibility seriously.
- We are committed to the environment and regard environmental protection as an important aspect of our social responsibility.

### Professional integrity

- We treat our customers and suppliers fairly, and we compete legally and ethically.
- We reject illegal business practices such as corruption and white-collar crime and support authorities in combating them.
- We avoid potential corruption in our own business. Similarly, we expect our customers and suppliers to comply with anti-corruption principles.
- We only work for customers who value the same standards of legitimacy and integrity as we do.
- We always work in the best interest of our customers. We always exercise due professional care in the performance of our work.
- All employees are responsible for adhering to ethical standards
- We do not accept or give gifts or other gratuities of value, nor do we pass them on.

- We do not use our knowledge of insider information to buy or sell insider securities for our own account or for the account of others.
- We act autonomously and independently and are not constrained by the expectations of the expectations of the customer or other parties.

### Confidentiality and security

- We treat all non-public information of our customers that we receive or create in connection with our activities as strictly confidential.
- We do not disclose proprietary or confidential information about ITC - Institute TakeCare or a client unless the client has authorized us to do so or unless we are authorized to do so by applicable law, appropriate legal process, or competent governmental authority.
- We keep proprietary and confidential information secure.
- We maintain company records, data and information accurately and preserve them in accordance with legal requirements.
- We exercise good judgment and use appropriate standards in the preparation of company records and other documents (such as email).
- We protect the tangible and intangible assets of ITC - Institute TakeCare and our clients.

### Personal behavior

- We treat each other with respect.
- We are fully committed to equal employment opportunities and adhere to fair employment practices and non-discrimination laws.
- We believe in diversity and strive to recruit, develop and retain talented employees.
- We maintain a healthy, safe and productive work environment and strive to maintain a work/life balance.
- When we speak as representatives of ITC - Institute TakeCare, we generally express the views of the company only.
- When employees choose to participate in the general political process, they do so as individuals, not as representatives of the company.