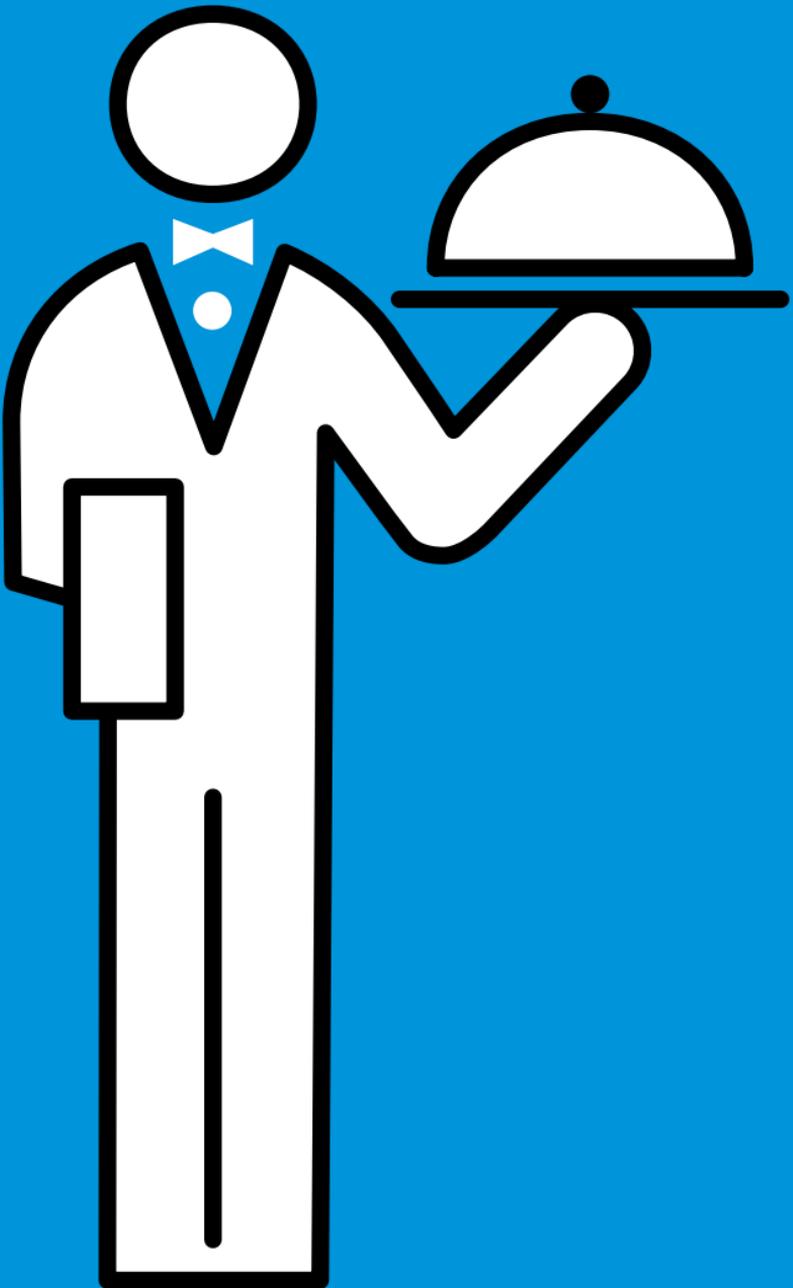




Facility cleaning
Clean. Reliable. Sustainable.

Code of conduct





Our code of conduct

The Code of Conduct before you sets out principles and rules of conduct. They apply to conduct among ourselves and in relations with customers. KKS undertakes to comply with all legal regulations and principles applicable in our society. Just as we are committed to treating you, our employees, with respect and appreciation, you must also comply with certain binding rules.

Working as a cleaner is dirty and exhausting. We cannot change that completely. But we want to improve your personal performance through work that is worthy of a human being: through state-of-the-art technology, environmentally friendly cleaning agents without toxic pollutants and through job assignments that are close to the home. And last but not least, through above-average pay.

Adherence to these specifications ensures a constructive and productive working environment and ensures that we do not lose our good reputation and the trust of our customers, which we have earned together over ten years. At the same time, it supports you in making the right decisions, in doing the right thing. With this in mind, let us do everything we can to ensure the sustainable success of our company, KKS.

Together we are strong!

Thank you

Adam Stritzek

A stylized, handwritten signature in black ink, consisting of a large, sweeping 'S' followed by a 'K' and a 'Z', all connected by a continuous line that loops back under the 'S'.

MANAGING DIRECTOR KKS

Ethical principles

The actions of KKS and its employees are guided in particular by our core values: loyalty, honesty and integrity. The protection of people and the environment is a fundamental principle that applies both in the fulfilment of our tasks for our own company and in connection with our services for customers and business partners.

- ▶ We conduct our business free from corruption or bribery. Anyone who attempts to influence business partners through corrupt behaviour or allows themselves to be influenced by business partners in an unfair manner will be held accountable. This also includes disciplinary and labour law measures.
- ▶ We protect our employees against discrimination and harassment. We create trust through dependability and transparency. All employees are called upon to contribute to an atmosphere of respectful cooperation in which any kind of personal harassment is excluded. These include workplace harassment, unwanted sexual advances, unwanted physical contact or a work environment marred by offensive jokes, remarks and humiliation. We strictly observe the prohibition of child labour.
- ▶ We expect our employees to act according to entrepreneurial principles and on their own responsibility. We hold fair and open discussions and deal constructively with differences of opinion. We encourage our employees to address their ideas and concerns openly and directly.
- ▶ Equal opportunities are an important part of our staff management policy, which is why we promote diversity and tolerance with the aim of achieving maximum productivity and efficiency.
- ▶ We are open to change and new qualifications.



02



Safety in the workplace

Safety in the workplace is a top priority for us.

We ensure safe and hygienic working conditions that comply 100 per cent with the applicable legal requirements in the field of occupational health and safety.

- ▶ All employees must be familiar with the applicable laws, regulations and internal company guidelines on occupational safety and health. Read them and ask us if there is anything you don't understand.
- ▶ We ensure regular training on occupational health and safety takes place. In addition, the work organisation ensures that the necessary breaks are taken so as not to endanger the health and safety of our employees.
- ▶ Wearing appropriate work clothing is also a factor in occupational safety: safe shoes (white or dark), dark or white trousers (not leggings), KKS polo shirt. Depending on the workplace, shoes with reinforced caps, safety goggles and gloves must also be worn.

Work organisation and operational processes

- ▶ **Reliability** also means above all **strict adherence to the agreed working hours.**
- ▶ The **instruction documentation** includes the working hours, the cleaning lists (if requested by the customer) as well as the listing of any damage to furniture, premises, equipment.
- ▶ **Holidays** Please always submit your leave request slips in October for the following year. Always inform your head of department three days before you go on holiday and always let us know on the last day of your holiday that you are ready to return.
- ▶ **Please notify** your supervisor one week in advance if cleaning or hygiene materials are to be ordered.
- ▶ **Illness** Always inform the project manager, site manager or foreman of any illness as early as possible (e.g. the evening before a work day). Your sick note must be received by the personnel department on or before the third working day. On the last day of illness, inform the relevant department whether you are ready to return to work or whether you are still ill.
- ▶ **Secondary activities** It must be contractually ensured that secondary employment of KKS employees is not exploited to the detriment of the company. You must register secondary employment with business partners and competitors in writing and, if necessary, have it approved by the management.
- ▶ **Changing rooms** The changing room is your business card. We expect you to present a clean and friendly image. No drinks or food leftovers are permitted in the changing rooms.
- ▶ **Instruction and training** Make sure you pay attention to instruction sessions relating to customer keys, office keys, transponders and alarm systems.
- ▶ **Corruption** For every employee, conduct in accordance with their duties means strictly separating private interests from company activities. Employees of KKS are not permitted to accept or demand, offer or grant personal benefits in connection with official activities.

- ▶ To avoid delays in the payment of your wages, please submit your timesheets to your supervisors by the second working day of each new month at the latest.
- ▶ Let us know immediately if your telephone number, address, marital status or bank account details change.



Rules of conduct for managers & supervisors

- ▶ Our managers' conduct makes a contribution to ensuring that the personality and dignity of all our employees is respected. They lead by example and provide a working atmosphere that enables an open exchange of ideas. They exemplify politeness, friendliness and mutual consideration. They act as mediators in case of conflict.
- ▶ As a site manager, you have the task of training and instructing your employees properly and comprehensively.
- ▶ You are supposed to promote the right motivation and assign our cleaning staff to their tasks.
- ▶ You are expected to monitor the effectiveness of the cleaning work regularly.
- ▶ You are the contact person for all employees in the event of complaints, when materials need to be ordered, for holidays, illness or stand-ins.
- ▶ You are the interface between the company and customers.
- ▶ As a supervisor, you are responsible for ordering materials. Please make sure that cleaning products and hygiene products are ordered one week before they are needed.
- ▶ You monitor the budget and hourly targets.
- ▶ You are responsible for ensuring the qualitative and contractual fulfilment of our services.
- ▶ Delegating tasks just to avoid having to do them is definitely not permitted.

Customer contact

- ▶ All employees of KKS should be aware that they also represent the company through their conduct and thus shape its reputation externally and our corporate culture internally. As a result, ensure you treat your colleagues and customers in the same way as you would expect to be treated yourself. Be fair when talking about KKS to third parties.
- ▶ We work thoroughly, efficiently, purposefully and deliberately. Our goal is to fulfil all our customers' wishes in a way they appreciate because it is tuned to their needs.
- ▶ During our customers' work hours, we make sure we work particularly quietly and considerately.
- ▶ Respectful behaviour also includes not smoking or talking on the phone in front of customers.
- ▶ You must never use a customer's equipment such as telephones, printers or copiers.
- ▶ You are not permitted to take other people (family members, friends) who are not employed by KKS with you into the building that is to be cleaned.



04



Dealing with property belonging to KKS

- ▶ We handle company property **responsibly** and protect it from loss, damage, theft and misuse. The same applies, of course, to the way we handle the property of our customers, business partners and third parties.
- ▶ The **careful and respectful** handling of company property is a firm characteristic of our corporate values. This includes the responsible use of such assets as our intellectual property, copyrighted materials, financial records as well as our brand image.
- ▶ **Fleet, hire cars, fuel cards** Drive in an environmentally friendly way by reducing petrol and CO₂ emissions.
- ▶ Handle chemicals and other substances **carefully and economically**.
- ▶ If damage to the property of KKS occurs through your fault or through no fault of your own, **report the fact immediately to your supervisor**.

05



Data protection

The preservation and protection of privacy and data processing security are crucial concerns for us. This is why we take all necessary precautions to ensure that the collection, processing and use of the personal data provided to our company is transparent, purposeful, comprehensible, careful and in compliance with the applicable legal provisions of data protection law.

- ▶ We protect sensitive information and data that we receive from our customers from unauthorised access by third parties.
- ▶ Under no circumstances should you pass on KKS company data to anyone else.

06



Environmental protection

► We are aware of the ecological impact of our business activities. As a result, we are committed to improving our environmental performance sustainably by using environmentally friendly resources for current and future generations. We are committed to complying with all environmental protection laws and to promoting environmentally conscious behaviour among our employees. By systematically identifying and exploiting the potential of ecological innovations, we strive to optimise our use of resources.

► **Vehicle fleet** In recent years, KKS has made considerable savings in fuel consumption. Among other things, we only use vehicles that are optimised in terms of consumption and emissions and have an automatic start-stop system. The emissions of our vehicle fleet have been greatly reduced by means of employee training on the topic of consumption-optimised driving.

► **Use of mechanical cleaning equipment** When we use mechanical cleaning equipment, noise emissions are kept as low as possible; the equipment should also be efficient and conserve resources. KKS also attaches great importance to the sustainable use of machinery. On the one hand, there is a machine exchange operated by an equipment manufacturer through which equipment that has reached a certain point in its service life can be refurbished and tested for use by a different company at a different location. On the other hand, machines that are no longer needed elsewhere can be passed on to KKS for a new lease of life.

06



▶ **Use of cleaning agents**

KKS's environmentally friendly actions in the field of facility cleaning are based on four principles:

- Hazardous substances are replaced by less hazardous agents.
- Environmentally friendly cleaning agents are used as far as possible.
- We apply dosing specifications to optimise the cleaning effect and take environmental protection into account.
- Compliance with the dosing instructions is specified and monitored.

Where technically possible, our employees work with preimpregnated materials. For work in hygiene-relevant areas, we use cleaning cloths with an antibacterial effect. In addition, we are increasingly switching to mechanical cleaning processes.

▶ **Reduction in power consumption** Throughout the offices of the KKS main building and in the warehouse in Ratingen, all artificial light sources have been converted to LED lighting, which has reduced power consumption by 68 per cent. There are advantages for the health of our employees, too, as the lamps do not contain any toxic substances. In addition, the light they produce is easy on the eyes, does not flicker and corresponds to normal daylight.

▶ **Waste separation** We comply with the legal obligation to sort and dispose of waste. We require you to sort all waste according to the rules set out by law.

▶ **Yellow bin** Packaging made of metal, plastic, composite and natural materials

▶ **Brown bin** Organic waste including tea bags and coffee filters

▶ **Blue bin** Paper, card and cardboard packaging

▶ **Grey bin** Residual waste – all waste that is not otherwise sorted and cannot be recycled

▶ **Hazardous waste** belongs in the designated waste bins

▶ **Consumption** Save water and energy.

07 What we do for you

▶ The success of our company depends at the end of the day on your commitment. Together are we strong, but **only** together, and if we take the provisions in our code of conduct to heart. This applies to everyone – management, executives and all employees. For us, adherence to these rules and provisions is an essential basic principle of our entrepreneurial activities. If you keep reminding yourself of this, you will find yourself on the winning side.

In return, we offer you above-average pay and all the usual social benefits:

- ▶ Internal training that enables you to make progress in your career
- ▶ German courses free of charge
- ▶ Additional tutoring for your children
- ▶ Every week, there is a trip on the hop-on/hop-off bus, to show you the attractions to be found in Düsseldorf
- ▶ For football fans, there are tickets for Fortuna Düsseldorf games at the Merkur football ground
- ▶ Childcare at our offices in Ratingen.



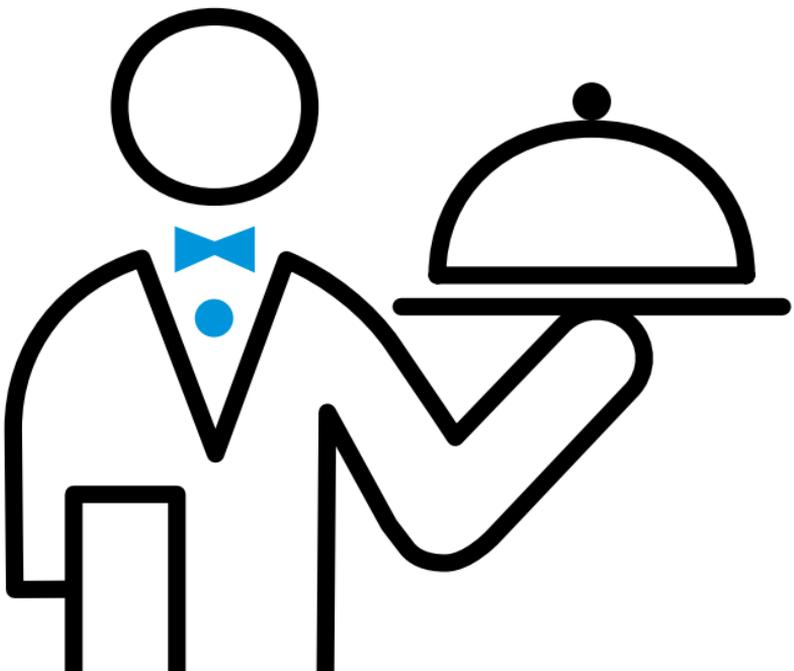
As dedicated employees, you play a decisive role in the success of our company. Acting responsibly and in accordance with the rules is a prerequisite for long-term economic success.

Let us join together in taking responsibility for the future of our company – KKS.



08 Our most important rules at a glance

- ▶ Strict adherence to the agreed working hours
- ▶ The documentation includes the working hours, the cleaning lists (if requested by the customer), a listing of any damage to furniture, premises or equipment
- ▶ **Holidays:** always submit your leave request slips in October for the following year. Always inform your site manager three days before you go on holiday and let us know on the last day of your holiday that you are ready to come back to work.
- ▶ **Illness:** always inform the project manager, site manager or foreman of any illness as early as possible (e.g. the evening before). Your sick note must be received by the personnel department on or before the third working day. On the last day of illness, inform the relevant department whether you are ready to return to work or whether you are still ill.
- ▶ **Secondary activities:** you must register secondary employment with business partners and competitors in writing and, if necessary, have it approved by the management.
- ▶ **Changing rooms:** no drinks or food leftovers are permitted in the changing rooms.
- ▶ **Instruction and training:** make sure you pay attention to instruction sessions relating to customer keys, office keys, transponders and alarm systems.



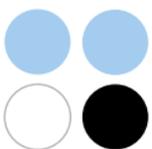
- ▶ **Corruption:** employees of KKS are not permitted to accept or demand, offer or grant personal benefits in connection with official activities.
- ▶ All employees must be familiar with the applicable laws, regulations and internal company guidelines on occupational safety and health.
- ▶ Wear the appropriate, prescribed work clothing.
- ▶ To avoid delays in the payment of your wages, please submit your timesheets to your supervisors by the second working day of each new month at the latest.
- ▶ Please report any changes in personal data to us immediately.
- ▶ During our customers' work hours, we make sure we work particularly quietly and considerately.
- ▶ Smoking and using mobile phones in the presence of the customer is not permitted.
- ▶ No alcohol or drugs in the workplace.
- ▶ You must never use a customer's equipment such as telephones, printers or copiers.
- ▶ You are not permitted to take other people (family members, friends) who are not employed by KKS with you into the building to be cleaned.
- ▶ We handle company property responsibly and protect it from loss, damage, theft and misuse. The same applies, of course, to the way we handle the property of our customers, business partners and third parties.
- ▶ Drive company vehicles economically to reduce CO₂ emissions.
- ▶ Sort all waste according to the rules set out by law into the appropriate bins.
- ▶ Save water and electricity.

Colour coding of KKS clothing

09



Cleaning



Gardening





The trades



Service





Facility cleaning
Clean. Reliable. Sustainable.

**When passion, a professional
approach and experience blend to
produce reliability.**

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