

General code of conduct at Kleinbongartz & Kaiser oHG

Transparent and trustworthy collaboration

Kleinbongartz & Kaiser oHG
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Germany



Dear colleagues, dear sir or madam,

Our strategic goals and values are defined in our mission statement. This is the foundation for our culture and our future development.

Through a binding mission statement and a shared understanding of good management and collaboration on the basis of our values, we create clear guidance for responsible behavior. I expect high standards of myself and every one of our employees in this regard.

Within the context of our commitment to integrity and trust, we also want to continue our profitable growth. Through the internationalization of our business, the complexity of legal regulations and the risk of breaches of the law has increased. Against this background, we have set out a general code of conduct which helps all of us to meet and put into practice generally applicable social and ethical standards in all our daily lives. This code of conduct applies to everyone equally – managing directors, managers and every individual employee.

Together, we are doing everything in our power to make Kleinbongartz & Kaiser oHG transparent and trustworthy as we move forward into a successful and sustainable future.

Yours truly, Michael Kleinbongartz

U. Klb-gart

Transparent management and leadership

Kleinbongartz & Kaiser oHG lives up to its social, ecological and ethical responsibilities. Transparent interaction in internal and external collaboration is crucial to this. Only in this way can we gain acceptance from employees and from customers and suppliers.

1. Our actions are solution-based and responsible.

We take responsibility for our area of work.

Through dedication, commitment and strength of will in implementation, we are role models and motivate all KUKKO employees.*

We keep to deadlines and obligations.

We also expect the same of our employees and team members. In this way, we make clear that we all bear responsibility within the context of our work.

It is important to us to analyze errors that occur together.

As a result, we are able to avoid them in future or find better solutions.

Our standards are clear and comprehensible.

Expectations, targets and deadlines are clearly formulated and established. In this way, we help colleagues and employees to prioritize their work and pass on part of the responsibility for it. Employees and colleagues with whom we work together on solutions/problems are given clear and comprehensive information to enable them to complete their work.



FOOD FOR THOUGHT

- Am I a role model when the priority is to create solutions quickly and flexibly?
- Do I motivate those involved to concentrate on the solution and not to discuss problems, as that only wastes energy and does not move us forward?
- Are my requirements and objectives clear? Does everyone know what he or she has to do?
- How do I respond if errors occur?
- Do my employees/colleagues know that I will deal with them constructively so that we can learn from them and avoid further errors?

*Only masculine forms are used below in order to make the text easier to read.
All genders are always covered by such forms.

2. We have the courage to resolve conflict situations actively.

Our day-to-day interaction does not always run without problems and there are occasional conflict situations.

We do not shy away from conflicts but attempt to resolve them at the point where they arise. In the event of a conflict, we seek direct communication with the people involved or their supervisors in order to find a solution quickly and put an end to the conflict.



FOOD FOR THOUGHT

- Do I take an active role in critical situations or resolving conflicts?
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Trustworthy management and action

1. We encourage respectful, reliable cooperation.

We put into practice what we expect from our employees and colleagues.

We see ourselves as a team, all pulling in the same direction.

We treat employees and colleagues without prejudice, attentively and respectfully.

We value personalities and characters, they deserve respect and trust.

We welcome new employees/colleagues openly.

We support and encourage them during induction and integration into the Kleinbongartz & Kaiser oHG team.

Objectivity and practicality are important to us.

Colleagues and employees can rely on us.

We keep our promises and demand that others do the same. Should we not be able to keep them, we deal with any issues openly and honestly and provide information in good time.



FOOD FOR THOUGHT

- Is it clear to my employees and colleagues which values are important in collaboration?
 - Do I encourage constructive cooperation in the team?
 - Do I treat each employee as an individual personality and show them respect and appreciation?
 - Do I remain factual and objective in discussions?
 - Do I ensure that I actually do keep my promises and expect the same of others?
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2. We communicate openly and directly.

We conduct unconditional, open communication.

We give both praise and criticism because transparency is the basis of successful, active and trustworthy collaboration.

We make information and decisions transparent. We open up dialogs.

We listen and we are open to suggestions, as constructive discussion is important to us.

We address problems openly and constructively to find a solution together.

We speak to one another, not over one another, as honesty is important to us.



FOOD FOR THOUGHT

- Do I share information efficiently?
 - Do I allow critical discussions to take place and moderate them?
 - Do I try to achieve constructive discussion?
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Forward-thinking management and leadership

1. We shape change.

We have the courage to change.

As developers of solutions, we work actively to secure the long-term growth of the company.

We encourage and motivate our employees to broaden their horizons.

and contribute to new Kleinbongartz & Kaiser oHG solutions and improvements.

We do not hold employees and colleagues back.

We take their ideas and suggestions seriously and discuss their feasibility and consequences constructively. This strengthens their awareness that everyone is important and can achieve something.

We justify decisions, whether positive or negative, openly and transparently.

In this way, we create the framework required for a willingness to change.



FOOD FOR THOUGHT

- Do I act courageously when it comes to taking our company forward and discovering something new?
 - Do I take my employees and colleagues along with me and encourage them to get involved, even if it is sometimes difficult?
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2. We give direction.

In our conduct and actions, we are role models for employees and colleagues.

We convey our enthusiasm for our work and our success.

Only in a positive working atmosphere in which everyone takes pleasure in their work can we achieve success together.

We set clear objectives for ourselves and others.

They must be understandable and achievable. We allocate responsibilities with clear deadlines and priorities.

We share our knowledge.

We communicate regularly across departments, which creates efficiency and better results.

We take decisions within an appropriate time and provide prompt, clear information.

In this way we create transparency and acceptance.

We encourage and make demands of our employees.

Every employee receives customized training as required.



FOOD FOR THOUGHT

- Do I share information efficiently?
 - Do I allow critical discussions to take place and moderate them?
 - Do I try to achieve constructive discussion?
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