

coatmaster® Code of Conduct

1. Purpose, scope and users

¹ This Code sets out the binding ethical, compliance and behavioural standards of coatmaster. During customer audits it serves as evidence of our corporate ethics and due-diligence practice.

² It applies globally to all employees, directors, suppliers, service providers, sales partners, customers and other business partners.

2. Values and principles

¹ Our actions are guided by Integrity, Customer Success, Innovation, Sustainability, Collaboration and Operational Excellence.

² All decisions are measured against these values and supported by our integrated quality and management system.

3. Human rights & working conditions

¹ We respect all internationally recognised human rights; forced or child labour, slavery and human trafficking are prohibited.

² Discrimination on the basis of personal characteristics is forbidden; equal opportunity is promoted.

³ Freedom of association, collective bargaining, fair wages and legally compliant working- and rest-times are ensured.

⁴ Health and safety have priority; we operate a preventive occupational-safety management system.

4. Environment, climate & occupational safety

¹ We pursue a balanced approach to sustainability across the environmental, social and governance (ESG) pillars and embed these goals in strategy and daily operations.

² Environmental: We minimise adverse impacts by reducing energy and material use, preventing pollution and supporting circular-economy practices.

³ Social: We cultivate inclusive workplaces, invest in employee growth, protect health & safety across the value chain and engage constructively with local communities.

⁴ Governance: We uphold transparent, responsible corporate governance, rigorous risk management, ethical decision-making and full legal compliance.

⁵ Suppliers and partners are expected to align with these ESG commitments and report their progress openly.

5. Business integrity & fair competition

¹ Corruption, fraud, extortion, money-laundering and terrorism financing are not tolerated.

² We uphold fair competition, comply with antitrust laws and respect third-party intellectual property.

³ Conflicts of interest must be avoided or promptly disclosed.

⁴ Gifts or hospitality may only be given or accepted within legally permissible and internally defined limits.

6. Quality, innovation & customer satisfaction

¹ Products and services must be safe, reliable, legally compliant and customer-centric.

² We maintain an ISO 9001-compliant quality management system, strive for continual improvement and track performance and innovation metrics.

³ Customer feedback is systematically collected and used to optimise products and processes.

7. Supply chain & procurement

¹ Suppliers must meet the standards of this Code and communicate them along their own value chain.

² Risks relating to human rights, environment or corruption must be identified, mitigated and monitored proactively.

³ Raw materials from conflict or high-risk areas may only be sourced from responsibly verified supply chains.

8. Legal compliance & foreign trade

¹ We comply with all applicable laws, regulations and industry standards.

² This includes export, import, customs and sanctions regulations; the «4-W check» (what, who, where-to, what-for) is mandatory before each controlled transaction.

³ Violations of trade or export-control law endanger coatmaster's reputation, finances and existence and will be strictly sanctioned.

9. Data protection, information security & digital ethics

¹ Personal data are processed confidentially, purpose-bound and in line with applicable data-protection laws.

² Business secrets and intellectual property are protected by appropriate technical and organisational measures.

³ AI and other digital tools are used responsibly, only for legitimate business purposes and in line with our values.

⁴ Manipulative, discriminatory or otherwise abusive uses of technology are prohibited; impactful automated decisions remain subject to human oversight.

10. Implementation, training & reporting

¹ The Management holds overall responsibility for compliance with this Code and provides adequate resources.

² All employees and relevant partners receive regular training on their duties under this Code and the applicable laws.

³ A confidential reporting channel («whistle-blower hotline») is available; reporters are protected from retaliation.

⁴ Violations are investigated and sanctioned as appropriate; corrective and preventive actions are taken.

11. Review & continuous improvement

¹ This Code is reviewed at least every two years and updated to reflect new legal or business requirements.

² Changes are communicated promptly to all stakeholders.