

Code of Conduct

OUR VALUES, OUR RESPONSIBILITIES:
A CODE OF CONDUCT FOR SUCCESS AND SUSTAINABILITY

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FOREWORD

Dear colleagues,

Our Mission Statement describes our shared values and how we want to work together. Our Code of Conduct sets out a clear path for us all to follow to have our daily actions meet the expectations of our employees, clients, and partners. Based on the motto “WE are CNT”, the only way we can achieve this goal is by working together.

Our values, such as personal responsibility, openness, and transparency as well as lawful and ethical conduct at all times, play an important role in this regard.

The following Code of Conduct details our important rules and principles, which we shall abide by today and in the future. As a set of guidelines that apply equally to each and every one of us, it not only sets a standard for ourselves but also serves as a promise that we will act responsibly both externally in our dealings with the outside world and internally in our actions within CNT. We bear joint responsibility for our company’s reputation and for a successful, sustainable future. Therefore, we see the Code of Conduct as a tool that can guide our day-to-day conduct.

All employees are called upon to report any violations of the Code of Conduct to their supervisor or the company management.



Andreas Dörner
CEO, CNT Management Consulting AG

OUR VALUES

These nine corporate values form the cornerstone of CNT's daily activities. They reflect our self-image and at the same time serve as a guiding star for our actions. Our Code of Conduct is intended to help build a better understanding of our company, thereby making it even easier for all of us to work together.



Our greatest asset are our
EMPLOYEES



Understanding
CLIENTS



Trust and
PARTNERSHIP



Consulting
EXPERTISE



Solutions and
TECHNOLOGY



Performance and
COMMITMENT



Respect and
LOYALTY



Confirming
TRUST



Success through
TEAM SPIRIT

Respect serves as the foundation for the successful and sustainable development of our company as well as our ability to collaborate efficiently with both employees and clients.

CNT cultivates and fosters long-lasting relationships with its employees, clients, and partners through trust, loyalty, and strong team spirit.

CONDUCT TOWARD STAKEHOLDERS

A company is only as strong as its people. Therefore, CNT focuses on harmonious collaboration. We consider proper interaction with all project participants to be essential.

I Employees

A culture of equal opportunity, mutual trust, and respect is of great importance to CNT. As a company, we think and act creatively and entrepreneurially, tolerantly and respectfully. We promote equal opportunities and prevent discrimination in the hiring process and in the granting of promotions and training opportunities.

Our company treats all employees equally, regardless of their gender, age, culture, ethnicity, sexual identity, or religious affiliation.

CNT's greatest asset are its employees. Therefore, we place great emphasis on supporting the implementation of a balanced work environment and, of course, act in accordance with all legal requirements. Any disrespectful or derogatory behavior is considered unacceptable and will be punished.

Health & safety

The health and safety of our employees is a corporate goal of equal importance to the quality of our projects and our economic success. CNT takes care of the well-being of each and every employee by providing ergonomic office equipment, a good working atmosphere, optimal lighting, internal sports activities, and massages. Break and recreation facilities are available at all of our company's offices, and free drinks, snacks, and fresh fruit are always readily accessible.

Trust & loyalty

A pleasant amicable environment is maintained at every CNT office. Loyalty, respect, and trust on the part of both employer and employee are proof of this. This trust is also reflected in the fact that employees are free to use the home office whenever possible. An honest and open communication culture is expected and practiced among employees and between employees and managers. We trust that our employees will not post anything on behalf of CNT or disclose confidential information without prior approval, especially with regard to the use of social media platforms. In addition, we expect our employees to treat all tangible and intangible assets provided to them with respect.

Commitment & performance

In order to stay true to our motto “continuous development”, CNT encourages and supports further training measures for all employees. Not only does everyone have the opportunity to apply their individual strengths, but they are also encouraged to further develop them through training and certification. CNT appreciates the willingness of its employees to continuously work on their development. This is reflected in the fact that the costs of further training measures are borne by CNT. Additionally, existing knowledge is passed on within the company through the exchange of experience, internal training courses, and dedicated competence team meetings.

All employees are given the opportunity to play an active role in shaping the company by presenting ideas and suggestions as part of the Myldea project. These ideas are processed internally and implemented to the best of our abilities, with those who provide ideas being rewarded if said ideas are successfully realized.

Success through team spirit

Regular events strengthen team spirit and the sense of belonging. We therefore give our employees the opportunity to spend time together outside of projects if they are interested, thus building a stronger community. We believe that this improves our communication channels, which makes the transfer of knowledge possible.

Collaboration between employees and their respective supervisors is based on openness, honesty, and appreciation. In order to promote this on a continuous basis, structured evaluation meetings are held regularly. During these meetings, goals, opportunities for promotion and further training, personal development, projects, and opportunities to improve professional skills are defined, and care is taken to ensure that each individual goal is achieved with the right support from CNT. In this exchange, employees also have the opportunity to provide honest and constructive feedback to their supervisors in order to further strengthen the collaboration.

I Clients

We seek a close partnership with our clients, regardless of geographical distance. A collaboration based on trust, our knowledge and commitment as well as the will to achieve our goals are key factors for the implementation of our client projects.

As a company, we strive to build and maintain good and sustainable business relationships with our clients that last beyond the end of a project. We are pleased that we are allowed to support many of these clients with our expertise on a long-term basis as well, assisting them in their day-to-day activities.

It is important to CNT to understand the needs and requirements of our clients as well as possible. We thoroughly evaluate them in order to then realize them to the satisfaction of our clients. Therefore, we pay attention to respectful interaction on an equal footing as well as effective and friendly communication, both with the client and with each other. In doing so, we can identify and eliminate any problems during an early project stage.

Since its establishment in Vienna, Austria, in 1999, CNT can look back on many different national and international projects in small, medium-sized, and large companies. Therefore, clients benefit from our wealth of experience in projects across different industries, diverse cultural backgrounds as well as different company sizes in national and international environments. CNT strives to continuously expand its project experience in its day-to-day business.

I Partners

We are convinced that teamwork leads to long-term results. Therefore, a strong network of external consultants and partners is an essential pillar of our success. We attach great importance to complementing each other so that we can offer our clients an even better service in ongoing projects. We attach particular importance to the sustainability of our network, which is why respect and mutual trust are key factors here as well. For successful projects it is important to look after each other and to strengthen each other. After all, we do not consider our network merely as a broadening of our portfolio and know-how but first and foremost as an impetus for development and opportunities for further development.

Teamwork is a top priority for us – and this applies not only to our in-house employees but also to our freelancers and partner companies. We choose each of our partners consciously and with the utmost care, and we stand behind these decisions 100 percent. Client satisfaction is our ultimate goal. We achieve this not only through the selection of suitable methods for project management and implementation, but also through collaboration with our partner companies.

Transparency is an essential principle of our way of working, which is why we expect the same from our partners. We rely on our partners to adhere to the applicable rules and laws and to value and monitor their own compliance.

“Those who want to build tall towers must first give good consideration to the foundation.”

– Anton Bruckner

OUR WAY OF WORKING

I Expertise

We see ourselves as a knowledge-based service company whose product and solution quality depends largely on solid, field-tested know-how. Always trying to stay true to our motto “continuous development”, we expand our institutional knowledge both through the professional development of individuals and through project work with our clients from different sectors and fields. The targeted expansion of our partner network additionally increases the available knowledge pool. CNT strives to enter an open, fruitful dialogue with its clients and suppliers, who in turn contribute to innovative solutions through continuous development and a future-oriented corporate strategy.

Our employees are our company’s greatest asset. For this reason, professional competence is of great importance for CNT, its clients, and the employees themselves. In our company, there is a clearly defined career path. There are tasks that must be completed in each position in order to advance to the next career level. We pay particular attention to our Young Professionals. They are part of our in-house trainee program, which is comprehensive and constantly being expanded. Our goal is to train each participant as a consultant or developer and to provide them with a sound and broad knowledge base.

However, we do not want to give our employees the best possible support only in their professional development. We also want to promote their personal growth and help them to further develop their skills. A decisive factor in this is communication at eye level, which is practiced throughout the entire company. This facilitates the quick and easy transfer of knowledge as well as mutual support across all career levels.

Teamwork, strong motivation, commitment, and adaptability are just some of the skills that distinguish us and enable us to respond to the needs of our clients.

CNT assumes the responsibility of further development and the knowledge transfer between employees and managers. As a result, CNT employees have the necessary know-how to develop appropriate SAP solutions for any industry. Client-specific needs and requirements can therefore be fully covered.

I Technology

CNT is a consulting firm selling SAP standard software solutions. It is our duty to always stay up-to-date with the latest technology and project execution as well as to be aware of business process and practice adaptations. CNT guarantees optimal results through proven, sustainable solutions and the use of the latest technologies as well as innovative methods for our clients.

We assist our clients in implementing a sustainable SAP ERP solution in their company, which helps to adapt and optimize business processes to their current needs. With broad technical knowledge and excellent cross-module process understanding, our consultants are able to help digitize processes successfully.

I Compliance & transparency

CNT and all of its employees and subcontractors are committed to complying with local, national as well as international standards and requirements regarding:

- human rights (especially the prohibition of forced labor, the prohibition of discrimination, the prohibition of child labor, and the prohibition of physical abuse and harassment)
- environmental law and climate protection legislation (this includes mindfulness in the use of resources, sustainability, and the prevention and proper sorting of waste)
- tax law, labor and social law, especially job safety and working time laws (employees are subject to the collective agreement for employees of companies in the field of services in automatic data processing)

We prohibit any illegal or unethical behavior and do not tolerate violence, harassment, or discrimination of any kind. Furthermore, we believe in respectful interactions with not only each other but also our clients, partners, and other stakeholders.

Financial inducements such as bribes are neither accepted nor made. This applies in particular to donations and sponsoring measures directed at domestic and foreign political parties, party-affiliated or party-like organizations, individual elected officials or candidates for political office. Any conflicts of interest must be avoided and immediately disclosed.

CNT ensures that the reporting and disclosure of information about its business, financial condition, and performance is accurate and in compliance with all applicable laws and regulations. We expect the same from our clients and suppliers.

All stakeholders are encouraged to promptly report any suspected violations of the CNT Code of Conduct. Each report will be carefully and objectively investigated. Depending on the outcome, clarifying discussions are held with the parties involved and, if necessary, appropriate consequences are set.

CNT expects each employee to behave loyally and to act in the best interest of CNT at all times. If this is potentially incompatible with personal or financial interests or relationships, everyone is encouraged to report this conflict of interest and work with their own supervisor and management to find a mutual solution.

I Data protection & copyright

The protection of personal and company data as well as compliance with currently applicable data protection regulations are an integral part of CNT's philosophy. Each and every one of us is responsible for the protection of this data and its correct processing. We continuously evaluate our work processes in order to comply with these obligations. Our employees are regularly trained in the proper handling of data and are sufficiently sensitized in this area. We expect our clients and partners to comply just as strictly with the currently applicable data protection laws and to handle personal and company data with the utmost sensitivity.

Our business activities are only possible through a constant exchange of information. Therefore, particularly the confidential information of all parties involved requires special protection. Our employees are contractually obligated to maintain confidentiality and protect data privacy, intellectual property, and confidential information. In order to protect this information and data in the best possible way (including against hacker attacks), CNT relies on state-of-the-art cyber prevention to safeguard against any confidential information being stolen or misused.

CONDUCT TOWARD SOCIETY

I Environment

As a company, we strive to take care of and improve the environment as well as our surroundings to the best of our abilities. To this end, CNT has set realistic and achievable goals for our employees.

CNT is reducing business travel in favor of an increased focus on remote work. We continuously add electric or hybrid vehicles to our vehicle fleet to make it more sustainable.

A waste sorting system has been implemented in each office, and it is mandatory for employees to follow it. CNT avoids the use of Tetra Pak and plastic packaging wherever possible. Each office is equipped with a water dispenser to reduce plastic consumption caused by mineral water bottles.

Every effort is made to source regional green energy. Care is taken to use energy efficient equipment in each office. Lighting and air conditioning systems are only used when needed; our employees are encouraged to turn off lights and appliances or set them to standby mode when they leave their workspace.

I Social commitment

As a company, we see ourselves not only as an economic player but also as an active member of society. Accordingly, we are committed to contributing to society and the environment in a variety of ways.

Our donations and other forms of social commitment are not made in the interests of the company but as an expression of our sense of responsibility and our commitment to society. We believe that companies have a social responsibility and should do their part to address social problems and improve the overall well-being of the community.

We are proud to be a business that cares about society and the environment and believe that our social commitment helps position us as a responsible company. We hope that our commitment will also inspire other companies to take their social responsibility seriously, leading them to similarly commit to society and the environment.

IMPRESSUM

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