



# Code of Conduct

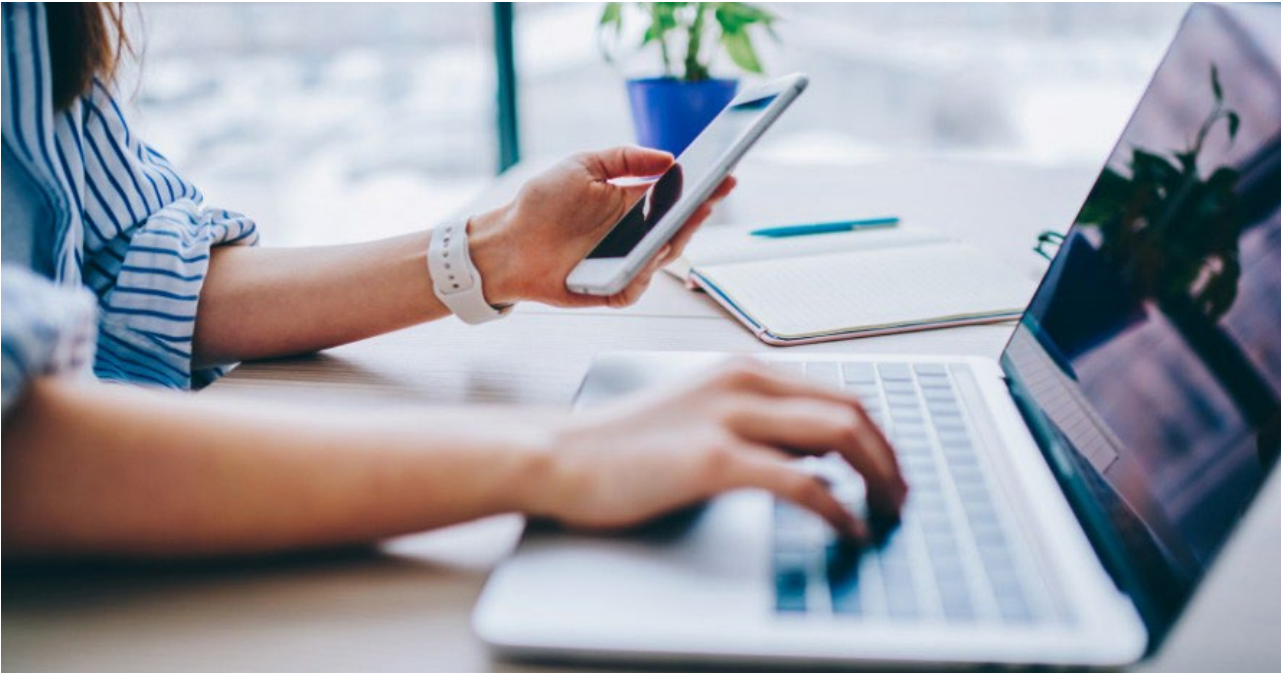
for Suppliers and Business Partners

September 2023

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# 01\_Purpose



TeamViewer became a leading global connectivity platform with a clear mission to connect anyone, anything, anywhere, anytime. We see this success as a great privilege as well as a great responsibility. A responsibility towards our customers, partners, suppliers, employees, and shareholders.

As per TeamViewer’s Code of Conduct, integrity, transparency, and compliance with applicable laws and regulations should always guide decision-making to further shape our reputation as a trusted business partner.

TeamViewer expects its suppliers and other business partners (e. g., contractors, consultants, sales partners) to commit to the high standards of ethical business conduct defined in this Supplier and Business Partner Code of Conduct (Supplier Code of Conduct).

All business activities, directly or indirectly, performed for, or on behalf of TeamViewer must follow the principles set forth in this document as well as all applicable local and international laws, rules, and regulations.

This Supplier Code of Conduct is split into three sections:

- ✔ Social standards and the respect for human rights
- ✔ Good (corporate) governance standards
- ✔ Environmental standards

It is based on the regulations defined in the

- ✔ [TeamViewer Code of Conduct](#)
- ✔ [United Nations Global Compact](#)
- ✔ [Universal Declaration of Human Rights International Labor Organization](#)

TeamViewer expects its suppliers to uphold the standards covered in this document, make reasonable efforts to disclose information relevant to these standards, and uphold similar standards throughout their supply chain.

The Supplier Code of Conduct has been reviewed by TeamViewer’s Procurement Department, the Compliance and Risk Management Office and the Sustainability Team.

## 02\_Social standards and the respect for human rights

### **Respect for human rights**

TeamViewer expects its suppliers and other business partners to comply with global standards on the respect for human rights and labour rights of the respective applicable local laws. In particular, this includes the recognition of the United Nations Global Compact and the protected legal positions and corresponding obligations for TeamViewer and its suppliers defined in the German Supply Chain Act (*Lieferantensorgfaltspflichtengesetz*).

### **Prohibition of forced, child or compulsory labour**

In accordance with the conventions of the International Labor Organization (ILO), TeamViewer expects its suppliers and other business partners not to tolerate child labour, forced labour, or any other form of compulsory labour. "Child" thereafter refers to any person employed under the age of 15 (or 14 where the law of the country permits). Additionally, no workers must be employed under the age of 18, to perform hazardous work.

### **Zero tolerance for discrimination and harassment**

We as TeamViewer are particularly proud of our diverse workforce. Our suppliers and other business partners must commit not to engage in any kind of discrimination based on age, gender, race, ethnic background, marriage status, sexual orientation, gender identity, national origin, religious beliefs, or physical condition and create a work environment free of harassment. Committing to and promoting equal opportunities is expected.

### **Transparency on working hours, wages & other benefits for employees**

TeamViewer expects its suppliers and other business partners to comply with the applicable national and global laws on working hours. All wages and other benefits of employees must be paid in a timely manner and in accordance with current applicable laws. Employees must receive contracts stating working hours and compensation.

### **Freedom of association and the right to collective bargaining**

Open communication across all levels and functions is the most effective way to resolve workplace issues. Suppliers and other business partners must respect the rights of employees to associate freely, join or not join labour unions, seek representation, or join workers' councils in accordance with local laws. Employees should be able to communicate openly with the management regarding working conditions without the fear of retaliation.

### **Safety and health**

Our employees are the most valuable asset of the company, and they need to be protected by placing high priority on health & safety measures. We act in accordance with the applicable statutory and international and local standards regarding occupational health, especially the core conventions of the International Labor Organization (ILO). TeamViewer expects its suppliers to ensure safe working environments for all employees as required per global standards.

## 03\_Good (corporate) governance standards

### **Countering bribery and corruption**

In accordance with the provisions of the UN Global Compact, TeamViewer does not tolerate and does not directly or indirectly engage in any form of corruption or bribery and expects its suppliers and other business partners to act accordingly. In particular, refrain from granting, offering or promising anything of value in order to obtain an improper advantage. This includes renouncing from giving or accepting improper facilitation payments. Special care must be taken when dealing with government officials.

### **Avoiding conflict of interest**

TeamViewer expects its suppliers and other business partners to conduct themselves in a safe and professional manner and to refrain from any action that may be considered a conflict of interest. In case such conflicts arise between supplier / business partner and TeamViewer, any of these must be eliminated and reported to TeamViewer.

### **Complying with antitrust and fair competition laws**

Antitrust and fair competition laws are designed to protect consumers and competitors against unfair business practices and promote and protect healthy competition. TeamViewer expects its suppliers and other business partners to compete fairly and comply with all applicable antitrust laws.

### **Fighting money laundering, terrorist financing and complying with trade controls**

As a global connectivity platform, TeamViewer takes Anti-Money Laundering laws very seriously. Our suppliers, like TeamViewer, must refrain from any form of money laundering or terrorist financing activities. Sales distribution partners and resellers in particular must follow global trade control and sanctions regulations in order not to engage with sanctioned companies or individuals in the name of TeamViewer.

### **Information confidentiality and insider trading**

Third parties working for or on behalf of TeamViewer might come across confidential information. Unless disclosure is authorized, such information is to be safeguarded and kept confidential and not used or spread outside of the directly relevant business context. Additional agreements (e.g., non-disclosure agreements) determine details and must be acknowledged. This includes share price relevant information. Suppliers and other business partners must refrain from dealing with any TeamViewer securities when in possession of such information and never recommend, "tip", or suggest anyone else to buy or sell.

## 04\_Environmental standards

TeamViewer commits itself to its social and environmental responsibility. Seeking business excellence on a sustainable basis is integral to producing leading products and services. Suppliers and other business partners must commit to efforts to continuously reduce the global carbon dioxide footprint and to reduce waste of all types including water and energy.

The introduction of an Environmental Management System should be aimed at.

Suppliers are required to have environmental targets such as energy saving methods and CO2 emissions reduction. In addition, suppliers must ensure that they do not enter any environment-related risks within the meaning of the German Supply Chain Act or violate any prohibitions under environmental law.

## 05\_Failure to comply

Failure to accept the TeamViewer Supplier and Business Partner Code of Conduct and to comply with it during the course of business may lead to disqualification as an accepted supplier or business partner. TeamViewer conducts

regular and ad hoc risk analysis and, as a result, establishes the necessary preventive and remedial measures to continuously monitor compliance with the standards set forth in this Supplier and Business Code of Conduct.

## 06\_Audit and self-declaration

TeamViewer trusts its suppliers and other business partners in ensuring they comply with the above-mentioned standards. Still, TeamViewer is required by law (in particular by the German Supply Chain Act) to verify compliance with the standards and obligations of the suppliers with regard to human rights and environmental risks and to request the necessary information for this purpose. to monitor whether this Supplier and Business

Partner Code of Conduct is respected by making use of at least one of the following methods: supplier self-declaration, declaration via third parties, submission of certifications, and the right to conduct onsite audits to ensure compliance. TeamViewer takes part in a number of voluntary ESG ratings to evaluate its own performance within TeamViewers Value Chain.

## 07\_Whistleblowing and supply chain reporting

TeamViewer expects all suppliers to promptly report any suspicious acts, violations against laws and regulations, or any non-compliance with this Supplier and Business Code of Conduct and violations against human rights and environmental obligations within the supply chain.

Suppliers may choose the following options:

- ✓ Contact their respective TeamViewer business representative,
- ✓ Reach out via TeamViewer whistleblowing & reporting channel ([Speak Up!](#))
- ✓ Get in touch via email to [compliance@teamviewer.com](mailto:compliance@teamviewer.com).

## 08\_TeamViewer Supplier Code of Conduct self-declaration

1. The supplier or other business partner has received, read, and understood the "TeamViewer Code of Conduct for Suppliers and Business Partners".
2. By signing this self-declaration, the supplier or other business partner additionally to general (existing) contractual provisions hereby commits to comply with and acknowledge all principles and regulations of the "TeamViewer Code of Conduct Supplier and Business Partners".
3. The substantive law applicable in the Federal Republic of Germany applies to this declaration.

Supplier / Business Partner Company Name:

Location, Date

Location, Date

Name (printed letters)

Name (printed letters)

Signature

Signature

**Please sign this declaration with authorized signatories and send it back to your primary contact person or to:**

TeamViewer Germany GmbH  
Compliance Department  
Bahnhofsplatz 2  
73033 Göppingen

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## About TeamViewer

As a leading global technology company, TeamViewer offers a secure remote connectivity platform to access, control, manage, monitor, and support any device — across platforms — from anywhere. With more than 600,000 customers, TeamViewer is free for private, non-commercial use and has been installed on more than 2.5 billion devices. TeamViewer continuously innovates in the fields of Remote Connectivity, Augmented Reality, Internet of Things, and Digital Customer Engagement, enabling companies from all industries to digitally transform their business-critical processes through seamless connectivity.

Founded in 2005, and headquartered in Göppingen, Germany, TeamViewer is a publicly held company with approximately 1,400 global employees. TeamViewer SE (TMV) is listed at Frankfurt Stock Exchange and belongs to the MDAX.

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