

Code of Conduct

The MAX FRANK Code of Conduct explains the moral principles of MAX FRANK. It not only regulates the relationship within the Group, but also with customers, suppliers, competitors, banks, investors and the general public.

VALUES

1. We respect other opinions, look for the best solutions and work together to achieve them. Our actions are based on tolerance towards religion, origin, gender and fundamental attitude.
2. Then, as now, we see ourselves as a family in which recognition is given and fair, transparent and honest dealings are cultivated, with employees as well as with partners, customers and competitors.
3. We think globally but remain aware of our origins. This grounded approach is the root of our credibility.

PROCESSES & CORPORATE KNOWLEDGE

1. Our aim is to simplify processes for customers and users.
2. The protection of our intellectual property within the organisation and towards third parties has the highest priority.
3. We protect our confidential data and regard information security as an indispensable basis.
4. We respect the intellectual property of third parties.

POTENTIAL

1. We see ourselves not only as a provider of products, but as a company, which works collectively on solutions to problems in a co-operative relationship.
2. The key elements of our sales system are our broad product range and proximity to customers on site.
3. We create added value for our customers through efficient commercial and technical support and fast delivery capability.

PRODUCTS & SERVICE

1. Our products are the basis of our company, and our work is significant for their quality.
2. We work across companies to improve the framework conditions for construction, the technical foundations (e.g. standards or laws) and the processes (e.g. approvals).
3. We comply with applicable environmental laws, standards and other legal requirements and pay attention to the responsible handling of capital and raw materials.
4. We meet quality, energy and environmental requirements with certification in accordance with DIN EN ISO 9001 and DIN EN ISO 14001.
5. The CO₂ footprint of our production and products is continuously improved through suitable measures derived from relevant environmental aspects.

PEOPLE

1. Each employee helps to shape MAX FRANK through their own actions. Targeted organisational and personnel development supports the personal development of employees.
2. Mutual exchange of experience and knowledge as well as the support of colleagues, customers and partners are a matter of course.
3. Safe and healthy workplaces are a fundamental part of our business activities.

SOCIAL RESPONSIBILITY

1. We are aware of our responsibility as part of society and play an active role in shaping it.
2. Compliance with all applicable laws and regulations at national and international level is a priority for us.
3. As a family-run company, we combine loyalty to our location with internationality. The protection and creation of jobs worldwide are our goals.
4. We do not tolerate corrupt behaviour, the acceptance or granting of advantages.
5. We respect and promote human rights and reject forced and child labour.

BUILDING COMMON GROUND: Corporate Culture

We recognize our responsibility from the tradition of MAX FRANK and it remains a constant in our daily interactions. "BUILDING COMMON GROUND" is based on the values of **fairness** and **respect, tolerance, and trust**, as well as **credibility** and **honesty**, which are practiced in dialogue and cooperation within the Group and with partners and stakeholders.