

WHEN YOUR  
PRODUCT IS  
IN FRONT,  
WE ARE  
BEHIND IT!



# Code of Conduct

## The POS TUNING Code of Conduct

**POSTUNING**<sup>®</sup>  
Udo Voßhenrich

*...for more success at the point of sale*

[www.postuning.com](http://www.postuning.com)

# 1 Preamble

At POS TUNING, we are specialists of optimisation at the point of sale. Our slogan: When the product is at the forefront, we're behind it. We ensure that the products at the POS (point of sale) are

- available
- visible
- and within reach.

This leads to sustainable increases in efficiency, revenue and productivity, as well as more buyer satisfaction and improved customer loyalty.

POS Tuning is a customer and market oriented company. Our primary objective is enabling the faultless supply to our customers of qualitatively flawless products and services which fulfil their expectations. Products and processes are always considered in light of sustainable environmental protection and the management of energy and materials, in order to save resources.

POS Tuning maintains a relationship based on a partnership with its customers and suppliers. Our goal is unfailingly long-term, trusting cooperation for the benefit of both sides.

Professional conduct in business, integrity and preservation of our exceptional reputation are the key cornerstones of our company values. Through this we want to assure you that we treat people and the environment with respect, and that our actions are socially accountable. For us, self-reflection in relation to our behaviour from an ethical perspective is a key aspect of this. Against this backdrop, the following Code of Conduct was created:

The POS TUNING GmbH & Co. KG Code of Conduct depends upon the following recognised general guidelines:

# 2 Observance of laws and guidelines

The observance of all applicable laws and regulations is as a matter of course to us - at both a national and international level. Only in this way can our business success be guaranteed worldwide.

Every employee is obligated to comply with the legal system and is personally responsible for the observance of regulations and laws in his field of work.

All managers must do justice to their function as a role model and show a high level of social and ethical competence. You are responsible for knowing the basic laws, regulations and internal company rules that are relevant to your field of responsibility.

# 3 Employees as representatives of the company

Every employee is aware that we are perceived through our actions and behaviour as representatives of the company.

With our behaviour and work we support the economic success and contribute to the positive perception of POS TUNING.





## 4 Product safety and product quality

POS Tuning is a customer and market oriented company. Our primary objective is enabling the faultless supply to our customers of qualitatively flawless products and services which fulfil their expectations.

Our customers' high standards of quality for our products are the proviso for our actions. A central principle is the assurance of quality and the safety of our products. Quality is a dynamic process for us, the constant improvement of both product and process quality.

## 5 Fair competition, competition law and corruption

The rules of fair competition are respected by us at all times and we refrain from the exchanging of sensitive information (prices, price changes, margins and offers). To us, existing worldwide competition laws are binding. Corruption and corruption attempts of any kind, including extortion and bribery, and other illegal practices, are not tolerated.

## 6 Safeguarding of human rights

The observation of human rights, as well as the protection of health and the environment, are a significant part of our social responsibility.

POS TUNING profess ourselves expressly for the safeguarding of human rights in our sphere of influence. We take steip to ensure that we take no part in any form of human rights abuses, either directly or indirectly.

POS TUNING advocates for the prohibition of any form of forced or child labour. The services of an employee must be rendered voluntarily. We also expect our suppliers to treat every person fairly and with respect, and that in their area of operations, human rights are safeguarded.

## 7 People, health and the environment

As a family-owned company, POS Tuning is built on streamlined organisation, transparent communication processes and a high competence in decision making in individual departments. The ongoing training and qualification of our employees ensures a high process quality. The promotion of employee satisfaction and quality awareness is a regular managerial responsibility throughout the entire company. As model employers, we create conditions for a motivating and performance-oriented work environment, which attracts and retains the best workers.

We provide fair working conditions and a healthy, risk-free workplace environment for our employees. We abide by the legal provisions on the safeguarding of fair work conditions, including those on pay, health and safety in the workplace and on the protection of privacy.

All employees have the right to equal treatment and opportunity. Any discrimination on the basis of gender, age, religion, world-view, race, social class, social background, disability, ethnic or national origin, nationality, membership of workers' organisations including trade unions, political views, sexual orientation or other personal features, for example with regard to employment, pay, access to further study, promotion, termination of employment contract or pension, is prohibited.

Employee satisfaction, especially work-life balance, is very important to us, so we have established our own large crèche for our employees.

Products and processes are always considered in light of sustainable environmental protection and the management of energy and materials, in order to save resources. Environmental protection is of special concern to us, and for that reason we attach great importance to keeping environmental risk and negative effects on the environment as low as possible through precautionary measures. We pay attention to the observance of applicable national environmental laws, provisions and standards in all associated companies. Furthermore we support the use of modern, efficient and environmentally-friendly technologies.



## 8 Social commitment

The active promotion of charitable bodies and the support of a variety of projects from sport, youth development, research and science as well as education and upbringing is especially close to our hearts.

## 9 Data protection

Digital media, social networks and blogs are increasingly gaining in significance. Due to the diverse communication channels that we use daily to care for our customers, the database of clients inclusive of the contact details of our points of contact is an absolutely vital foundation for optimal customer service. We can confirm that the data at our disposal exclusively serves our communication with customers.

The data is not transferred to third parties, and all personal rights of our points of contact remain safeguarded. A separate data protection officer is responsible for observance and implementation.

## 10 Confidential information and protection of intellectual property

Every employee contributes to the protection of the intellectual property of POS Tuning. We are aware that intellectual property is a valuable asset and the foundation for the success of the company. Inventions, prototypes, product concepts, software developments, the details of our customers, suppliers and other trade secrets are considered to be intellectual property. Confidential information may not be transferred to unauthorised persons.

## 11 Observance

The rules that are contained in these guidelines are a core part of our company culture. Every employee is issued with this Code of Conduct. The company-wide observance of these guidelines by every single employee is imperative, and is monitored by POS TUNING.

Bad Salzflun, den 08.01.2018

  
Oliver Voßhenrich  
Executive shareholders

  
Christoph Moser  
Executives

### POINTS OF CONTACT FOR THE CODE OF CONDUCT

If any of our employees or business partners become aware of any violations of this Code of Conduct or other violations of applicable laws, regulations, or company internal rules, they are encouraged to turn to the POS TUNING GmbH & Co. KG points of contact in confidence. The first point of contact is appointee Elke Reineke (Marketing), e.reineke(at)postuning.com. In addition, POS TUNING employees may also contact their superiors. Comments are to be treated as strictly confidential throughout the entire process.

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[www.postuning.com](http://www.postuning.com)

**POST**TUNING®  
Udo Voßhenrich

HEADQUARTER GERMANY

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