

**CODE OF CONDUCT FOR SUPPLIERS AND
THEIR SUBCONTRACTORS OF CTS EVENTIM**
CTS EVENTIM SUPPLIER CODE OF CONDUCT

1 January 2025

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(GB)

Preface

CTS EVENTIM AG & Co. KGaA and all of its subsidiaries (hereinafter referred to as “**EVENTIM**”) is a Group of companies committed to ethical, social and ecological responsibility towards its employees and in its relationships with its business partners.

The principles of behaviour set out in this Supplier Code of Conduct define the general requirements placed on EVENTIM suppliers and their subcontractors (hereinafter referred to as “**Suppliers**”). They relate in particular to responsibility towards people and the environment and are essential for a successful cooperation with EVENTIM.

Every Supplier is obliged to uphold and enforce the following principles in its supply chains. If the Supplier is subject to requirements based on a contractual relationship with EVENTIM that contain more specific regulations than this Supplier Code of Conduct, these contractual obligations shall take precedence.

1. CTS EVENTIM Supplier Code of Conduct

All Suppliers are obliged to comply with the respective national laws, regulations, directives and guidelines applicable to them, as well as relevant internationally recognised standards, the OECD principles and the principles of the Universal Declaration of Human Rights. In particular, the following non-exhaustive list of basic legal, social and ecological principles must be adhered to, as set out in sections 2 and 3.

2. Business Integrity

Every Supplier is obliged to make business decisions on the basis of factual and objective criteria, regardless of personal interests, and to avoid any form of conflict of interest.

2.1. Prohibition of Corruption

Every Supplier is obliged not to tolerate corruption and thus to comply with international and local anti-corruption laws and standards. Accordingly, any benefits that are paid or offered to government officials or other third parties in order to gain a business advantage are prohibited. Nor may such payments or gratuities be demanded from or offered to a Supplier.

2.2. Antitrust Laws and Fair Competition

EVENTIM expects its Suppliers to promote free competition. This includes compliance with all competition law regulations, the relevant national and international antitrust laws and the laws against unfair competition. Every Supplier undertakes not to participate in anti-competitive agreements and not to exploit or abuse any existing dominant market position in violation of the applicable competition rules.

2.3. Prohibition of Money Laundering

Suppliers comply with all applicable laws that prohibit money laundering or the financing of illegal or unlawful purposes. They must ensure that they themselves only do business with reputable business partners, i.e. business partners who conduct lawful business with funds from lawful sources.

2.4. Confidentiality and Data Protection

Suppliers must comply with all applicable data protection regulations and take precautions to ensure information security. In particular, Suppliers must act appropriately to ensure data protection regarding personal data of EVENTIM, EVENTIM's customers or other personal data handled based on the business relationship with EVENTIM.

Furthermore, Suppliers must take appropriate measures to ensure the confidentiality, integrity, and availability of information in technical and non-technical systems.

2.5. Export and Import

Suppliers are obliged to comply with the relevant import and export control laws, in particular sanctions, embargoes and other regulations and laws.

3. Responsibility for Human Rights

EVENTIM expects its Suppliers to comply with the labour law regulations applicable to them and to guarantee the employment and working conditions recommended by the International Labour Organisation for their employees.

3.1. Prohibition of Child Labour

EVENTIM respects children's right to development and education. Suppliers are prohibited to employ children in violation of the International Labour Organization's convention. The minimum age for employment shall be the country legal minimum age, or the age for completing compulsory education in that country, whichever is higher provided in any case.

3.2. Prohibition of Forced Labour

Any form of forced or compulsory labour will not be tolerated. This means that Suppliers will not use labour that is involuntary or under threat of punishment, including forced overtime, debt bondage, forced prison labour, slavery or servitude. Suppliers also commit to taking action against forced and compulsory labour.

Accordingly, EVENTIM expects its Suppliers to treat their employees with dignity and respect. Sanctions, fines, other penalties or disciplinary measures may only be imposed in accordance with applicable national and international standards and internationally recognised human rights.

3.3. Non-Discrimination and Harassment

Every Supplier must ensure equal opportunities and equal treatment, regardless of national or ethnic origin, social origin, health status, disability, sexual orientation, age, gender, political opinion, religious affiliation or other characteristics protected by law.

Suppliers ensure that no employee is subjected to verbal, psychological, sexual and/or physical violence, coercion or similar harassment. Intimidation by the employer is strictly prohibited.

3.4. Wages

Each Supplier must regularly pay its employees an appropriate wage that corresponds at least to the minimum wage stipulated by law or collective agreement in the respective region. The applicable statutory provisions on working hours must be complied with. Legally unjustified wage deductions are not permitted. In addition, the professional skills of employees at all levels are to be promoted through suitable training and further education measures.

3.5. Occupational Health and Safety

Every Supplier must comply with the occupational health and safety regulations that apply to them.

Suppliers are expected to take all necessary measures to ensure a safe, healthy and hygienic working environment. These measures include protective measures when handling hazardous substances, occupational safety equipment on machines and relevant employee training, as well as a suitable occupational safety system with regard to working hours and rest periods.

Internationally recognised occupational safety and social standards must be observed. In addition, Suppliers support the continuous improvement of the working environment.

3.6. Labour Unions, Employee Representation and Grievance Mechanism

To the extent permitted by regional law, every Supplier must recognise and guarantee the fundamental right of its employees to form and join labour unions and employee representative bodies. Forming, joining and being a member of a labour union must not lead to discrimination.

EVENTIM expects that Suppliers establish adequate and appropriate grievance mechanisms to their business in accordance with the applicable legal requirements, received tips must be followed up appropriately.

3.7. Use of Private or Public Security Personnel

If Suppliers commission or use private or public security forces for access controls and protection at events or buildings, the company ensures that they are instructed or monitored so that internationally recognised human rights are observed.

4. Environmental Responsibility

EVENTIM expects its suppliers to achieve the best possible results in all product categories and services without neglecting their ecological responsibility. Natural resources can only be permanently protected and preserved through sustainable environmental and climate protection in compliance with national and international laws and regulations. Great importance to environmentally friendly and sustainable production is attached in order to make a contribution to protecting our future. This includes emissions and waste management, particularly at venues.

5. Product Responsibility

5.1. Product safety

Suppliers are obliged to offer EVENTIM safe products for the intended use. In addition, all relevant product information, in particular on composition, use (safety data sheets, processing instructions or assembly instructions and occupational safety measures), cyber and data security in relation to software solutions and, if applicable, disposal of the products must be made available in good time prior to delivery/service. Furthermore, the Suppliers undertake to provide additional specific documents on request.

5.2. Conflict minerals

Suppliers shall work towards ensuring that no products are supplied to EVENTIM that contain metals whose source minerals or derivatives originate from conflict and high-risk areas where they directly or indirectly contribute to the financing or support of armed groups or fail to meet social expectations. The current EU regulation on the definition of obligations to fulfil due diligence obligations in the supply chain applies.

6. Compliance with the Supplier Code of Conduct

EVENTIM expects its Suppliers to adhere to this Code of Conduct. This Code of Conduct is part of EVENTIM's Terms and Conditions. By accepting the Terms and Conditions, suppliers agree to comply with the requirements outlined in this Code of Conduct.

Violation of the rules of conduct set out in this Supplier Code of Conduct may jeopardise the business relationship with EVENTIM and can lead to the termination of the business relationship.

6.1. Information and Communication

The relevant content of this Code of Conduct is to be communicated by EVENTIM's Supplier within their organisations.

6.2. Monitoring

EVENTIM reserves the right to verify compliance with the requirements either by EVENTIM itself, by independent third parties in the course of audits or by inspecting official certifications.

7. Reporting Misconduct

Misconduct must be identified at an early stage, dealt with and remedied without delay in order to protect employees, shareholders, customers, third parties and EVENTIM.

EVENTIM encourages Suppliers as well as their employees to speak up and report suspected or actual misconduct in the context of collaboration with EVENTIM through the CTS EVENTIM Whistleblowing System. All information and channels can be found on our website <https://corporate.eventim.de/en/company/compliance/>