

Code of Conduct

English

2026 – 02

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1 Vision and values

Our actions serve to preserve water as a vital resource for people and nature. Together with our customers, we ensure the best possible water cycle and protect against potential dangers related to water.

personal

"Reliable in what we say, personal in how we connect, strong in service."

As a long-established family business, we rely on genuine teamwork – within our company and with our customers. Friendliness, reliability, and a strong service mindset make the difference for us – today and in the future.

responsible

"Taking responsibility – for people, the environment, and the future."

We act sustainably, respectfully, and consistently – toward our employees, our customers, and the environment. Our solutions help conserve resources and intelligently optimize the water cycle.

solution-driven

"Expert knowledge that convinces – for strong, forward-thinking solutions."

Our professional advice is based on many years of practical experience and a broad range of technologies. This creates tailored solutions that are technically sound, effective in the long term, and one step ahead.

The Code of Conduct includes legal and operational requirements within the NIVUS Group is acting. This document equates to a code of behaviour, whereas all employees may be confronted in everyday work with moral, ethical or legal issues. All employees should always ask themselves if their behaviour or action is compatible with these guidelines. It is necessary to comply with these binding requirements. It is not allowed to undermine these principles due to any employment contract. If there is a violation of these principles the according part of the employment contract will not be legal.

This code of Conduct is intentionally brief so that it is simple to read and to understand. It is not a legal document.

2 Legal conformity

Each employee of the NIVUS Group is obliged to behave within the scope of local, national or international legal requirements. It is necessary to protect the legal conformity of the NIVUS Group and to prevent criminal punishment, compensation claims or injury to reputation. The NIVUS Group is urging its employees to consider and to check the regulations of local markets.

3 Prohibition of bribery and corruption

The NIVUS Group has zero tolerance for corruption and bribery. Employees of the NIVUS Group are not allowed to accept donations or pass illegal donations to third parties. Corruption is also present as soon as personal interests influence business matters. An employee should prevent this kind of conflict on interests; in worst case he/she must inform the respective line manager. Regarding invitations and presents there are special circumstances. Absolute transparency is required in case of third companies presenting offers and gifts. Presents are allowed to a regular extent such as low-value gifts featuring the company logo. Consideration, however, shall not be expected. Inappropriate presents and invitations (>50€) shall be rejected.

4 Customer relations

The NIVUS Group and its representatives as well as the employees are committed to dealing responsibly with customer relations and confidence. To maintain long-term customer relations as striven by the NIVUS Group it is necessary to provide bespoke products and services. Within this scope it is necessary to provide fair and competent consultancy enabling customers with proper decisions for the purchase of our products. NIVUS Group sells exclusively products and services through which they think that the purchase decision has been made without any constraints or personal interests and that there is a benefit for the customer.

The NIVUS Group is interested in fair customer relations and expects a mutual dialogue on an equal level. The integrity of customer data is very important to NIVUS. Even after conclusion of contract and purchase transaction the NIVUS Group assists customers regarding consulting and support. Customer satisfaction is evaluated and improvement suggestions are implemented.

5 Basic rights of employees

All employees working for the NIVUS Group are encouraged to act collegially, respectfully and dignified towards colleagues. Physical punishment, psychological, sexual or verbal harassment, mistreatment and intimidation are strictly prohibited even in form of disciplinary measures. The NIVUS Group represents in its character as company variety, tolerance and equal opportunities. Every single employee is encouraged to influence and to develop the NIVUS Group independent of role or position.

6 Ban on children working

Children under 15 years are not allowed to have a contract of employment with NIVUS Group.

7 Health and safety of the employees

The NIVUS Group is obliged to provide safe and healthy working conditions for all employees. All measures on safety at work are checked regularly and will be monitored to guarantee that they are followed. All employees are continuously educated regarding industrial safety. Every single employee can reduce the risk of accidents by maintaining safe working environments and appropriate behaviour. Employees shall follow the rules on safety, implement careful behaviour, expect potential mistakes caused by other people, act considerately and thoroughly and shall not conceal risks and dangers, but inform colleagues or line managers accordingly.

8 Supply chain

The NIVUS Group's principle at purchase is fair cooperation with the suppliers which is implemented in regular supplier audits and comprehensive general terms and conditions of purchase. This measure is to ensure that the NIVUS Group's values are satisfied by its suppliers. This will be guaranteed in personal dialogues and on a contractual base. The relation between suppliers and the NIVUS Group is particularly worth protecting since the NIVUS Group is interested in long-term contracts. The NIVUS Group carefully selects suppliers based on confidence and responsibility. The NIVUS Group has urged suppliers to consider their supply chain critically to avoid slavery or human trafficking within.

9 Discrimination

The NIVUS Group refuses to tolerate any form of discrimination. No employee may be discriminated against or harassed due to race, origin, nationality, skin colour, birth, sexual identity, age, ideology, physical or mental skills, appearance or political attitude. Bullying and sexual harassment are not allowed.

10 Environment

All NIVUS Group employees are committed to using natural resources and energy responsibly, and to supporting all measures that help protect the environment as part of the company's vision.