

# Code of Conduct

Our guidelines  
and principles



**IHLE**



# Foreword



This Code of Conduct is a voluntary commitment to ourselves, our customers and all interested parties. Our business and the resulting practices are based on fair conduct and honesty as well as integrity.

This Code of Conduct serves in particular to help our employees and managers to understand and live our fundamental actions. This document therefore applies to every person in the IHLE Group.

This Code of Conduct thus clearly demonstrates to all interested parties (business partners, customers and private individuals) our commitment to living our values and principles.



# OUR COMMITMENT

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This Code of Conduct sets out rules that must be observed by every person in the company. In particular, the members of the Management Board and all managers have a responsibility and obligation to actively implement the Code of Conduct. These persons fulfill an extraordinary role model function.

We place great value on well-trained, motivated and conscientious employees; these are essential for the success of the company. It therefore goes without saying that we treat our employees with respect, do not restrict their dignity in any way and practice equal opportunities. Any form of corporal punishment, psychological or physical abuse or intimidation is prohibited.

In this context, we are clearly committed to compliance with the UN Guiding Principles on Human and Labor Rights and the requirements of the OECD Guidelines. The bans on child and forced labor are complied with.

Discrimination of any kind is not tolerated. We firmly oppose unacceptable treatment of employees, particularly with regard to violence, harassment, threats, humiliation or bullying within the company. Working hours are set in accordance with legal requirements and collective agreements. All employees are paid according to their position, and the statutory minimum wage is exceeded in all cases.

Employment contracts regulate all details of employment and all voluntary social benefits in a transparent and comprehensible manner. Our employees' workplaces are safe, clean and



not hazardous to health. We promote equality and equal opportunities for all our employees and are committed to ensuring that none of them are discriminated against on the basis of gender, sexual orientation, ethnic and national origin, religion, age, disability or personal identity.

We also support women in developing their careers and becoming active in management positions. We have integrated a committee that promotes equality for all people within the Group. We encourage any employee who feels that they are not treated equally to contact the persons of trust or to express their views anonymously via the contact form (website or on site). We also live up to our social responsibility by, for example, providing long-term support for food banks or educational initiatives such as the reading islands.



# CONFIDENTIALITY

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IHLE Group employees are obliged to protect all business secrets and internal information of which they become aware as a result of their work. Data secrecy in accordance with the GDPR also applies to all persons within the company. We expect this confidentiality both for information marked as confidential and for information that is generally not intended for the public. The confidentiality obligation also applies beyond the termination of contractual relationships.



# PRODUCT SAFETY

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As an IFS-certified manufacturer of baked goods for everyday enjoyment, we harmonize taste and variety with quality and safety. The stable quality of our products is based on the best, constantly monitored raw materials, which we source from regional partners wherever possible. We can fully trace all ingredients and preliminary products.

Our suppliers must meet our own certification requirements; inspections of production and storage facilities are carried out unannounced (supplier agreement). During production, we pay attention to the best possible execution according to artisanal standards. Sophisticated processes and short distances in our modern production facilities guarantee optimum freshness, safety and protection for our customers.





# ENVIRONMENT/ SUSTAINABILITY

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Respecting the environment and having as little impact as possible is part of our sustainability agenda. We rely on short distances with regional partners to avoid energy-intensive transportation as far as possible. This also includes the use of raw materials such as flours from Bavaria. We are constantly investing in modern technology in order to use valuable energy as efficiently as possible.

Our plants are constantly adapted to technical developments. As soon as a technical innovation can ensure that less energy is consumed, we test it. In the end, many small improvements have a big impact on minimizing the CO<sub>2</sub> footprint of our products. We demand the same efforts not only from our employees, but also from our business partners.





# FEEDBACK MECHANISM/ COMPLAINTS MANAGEMENT AND WHISTLEBLOWERS

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We strengthen and maintain the trust of all interested parties (business partners, service providers, employees, the public) in our company. Feedback in any form has always been crucial for us. All feedback helps us and our company to continuously improve and develop.

We encourage all business partners, employees and affiliates to report any misconduct and to inform us of any incidents that do not comply with our values and the principles of this Code of Conduct.

We recommend that all partners and employees specifically contact their contact person,

their line manager or a person of trust. Furthermore, complaints/objections/improvements/reports can be submitted to us anonymously via the contact form on our homepage. As a matter of principle, we will not trace information that is submitted to us anonymously. All reports will be treated securely and confidentially. However, if these reports have criminal relevance or violate applicable law, we reserve the right to conduct further investigations and take further action.

# BRIBERY, MONEY LAUNDERING AND CORRUPTION

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Employees of the companies are not permitted to accept gifts, invitations or other benefits from suppliers and business partners that are likely to influence decisions. We are thus firmly opposed to any form of corruption. Every employee is obliged to report suspected cases or even legal doubts regarding the existence of

corruption, bribery or money laundering.

We refuse to do business with funds acquired by criminal means. We encourage our business partners to speak out against corruption and bribery.





# COMMITMENT OF SUPPLIERS AND SERVICE PROVIDERS

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We expect our suppliers and service providers to observe the guiding values of this Code of Conduct and, if necessary, support them in establishing the same in their company and other supply chains. The entire IHLE Group respects the rules of fair and open competition and does not enter into any agreements that would

unduly influence competition. This principle applies equally to our suppliers and service providers. Both our service providers and suppliers must comply with the laws and regulations of the countries in which they operate.

# CONSEQUENCES OF NON-COMPLIANCE

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This Code of Conduct combines both statutory and company regulations. The obligation to comply with and uphold the principles listed in the Code of Conduct arises directly from laws, internal company regulations, company guidelines and the employment contract.

The entire IHLE Group and all our employees behave in accordance with this Code of Conduct. We are aware that non-compliance with this voluntary commitment – especially in the case of intentional violations – will result in serious consequences.



Your reliable  
partner

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