

# Temos International GmbH

## Code of Ethics

Dear colleagues,

Thank you for your continuous support, contributions, and trust in Temos International! We all know that the ability of Temos International to achieve its mission and vision requires that we continuously strive to keep our reputation for integrity that we have earned since our foundation in 2010.

Our partners, customers, and stakeholders expect us to operate to a high ethical standard. Our business ethics, as well as our conduct, must always reflect the Temos International values, demonstrate professionalism and ethical leadership, and uphold our reputation for integrity while adopting the behaviors of a safety culture.

As a company, we need to have safeguarding measures in place, such as a robust governance structure and management system. Our Code of Ethics clarifies what is expected from all of us on an individual level.

You represent Temos International. You need to know the Code of Ethics and act in line with it. The code is ours and we all have our responsibility within Temos International, and wherever we are.

Sincerely,



**Dr. Claudia Mika**  
Founder & CEO  
Temos International



## 1. Introduction

Temos International has committed to high ethical standards and values. Employees, assessors, regional offices, and other contractors are expected to act ethically and impartially in the long-term interest of our company, our customers and partners, and society.

We always strive to maintain our reputation and achieve our mission, and we conduct our activities in a way that is truly compliant with our professional, legal, and ethical responsibilities. This Code of Ethics is not an exhaustive guide covering every situation. Instead, it outlines high-level principles in two main areas:

1. Temos International's conduct of its business and
2. The personal conduct of people involved in the business of Temos International in everyday work situations and in cases where there are challenges to their personal or professional integrity.

3.

Thus, this Code of Ethics contains principles which articulate the broad policy goals of Temos International and standards which set forth specific measures to guide our day-to-day work, the behavior of staff, assessors, external contractors, suppliers, and consultants cooperating with Temos International.

Temos International is committed to the United Nations Global Compact, the world's largest corporate sustainability initiative (<https://www.unglobalcompact.org/>) and to adhering to its principles in the areas of human rights, labor, environment, and anti-corruption in our business strategy, daily operations, and company culture.

## 2. Scope

The scope of the Code of Ethics extends beyond its statutory basis as a code of practice.

The expectation of our partners, customers, and external contractors is that every person working for Temos International will adopt the Code of Ethics. This includes all those engaged on a permanent, temporary, full-time, part-time, casual, consultancy, contracted, or voluntary basis.

This document is reviewed every two years to evaluate if it keeps its validity or needs adjustment based on recent experience.

## 3. Responsibilities

- **Everyone** in Temos International is responsible for his/her professional behavior and to ensure that he/she delivers the highest standards possible, he/she must have a good understanding of the contents of this code.
- **Everyone** is expected to use the code to also always guide their behavior – whether at work, online, or offline.
- **CEO(s), leaders, and management** show by personal example how the principles and standards in this code apply.
- **CEO(s), leaders, and management** promote, support, and always reinforce ethical behavior.

- **CEO(s), leaders, and management** promote openness and transparency within Temos International, to the public and all partners, customers, and external contractors.
- **CEO(s), leaders, and management** promote fairness and equality in the workplace.

## **Temos vision**

Temos International's vision is to promote excellence in patient management and a healthy and safe working environment through good governance, transparency, sustainability, and continuous quality improvement, resulting in the best possible patient care, outcome, and experience.

Through our professional assessments, we want to make sure that Temos-accredited healthcare facilities are:

- Trusted by patients for the safety and service quality of the facilities;
- Recommended by patients to their families and friends;
- Preferred by physicians for their quality work and patient services;
- The first choice of payers for their clients;
- Appreciated by employees as beneficial for their personal and professional development.

## **Temos mission**

Temos International's mission is to enhance and optimize the quality of medical treatment and non-clinical services for both domestic and international patients in hospitals and clinics worldwide and to promote employee health and safety. We achieve this through our unique, voluntary, and evidence-based accreditation programs, supported by a team of highly qualified assessors.

## **Temos corporate values**

- **Quality**  
We believe that our partners, clients, and customers are entitled to quality services and products provided most effectively.
- **Customer focus**  
We prioritize the best interests of our clients and prospects. Our recommendations and advice are based on their specific needs and requirements rather than solely on the potential for a sale.
- **Teamwork**  
We believe that a productive, effective, and efficient work environment requires teamwork, collaboration, and open communication within Temos International, across organizational units and with our external contractors.
- **Respect and courtesy**  
We appreciate the contributions of each individual and encourage the development of individual capabilities. Individual well-being is important for us. We gain strength from the diversity of our staff and external contractors from all over the world. Courtesy is essential in all our relationships.

We treat individuals working for competing organizations with respect and professionalism. We do not engage in any disparaging or unethical conduct towards our competitors.

- **Continuous Learning**

We strive to continuously improve our knowledge about Temos services, the healthcare industry, international regulations, and any other relevant information. This knowledge will help us provide more informed and valuable guidance to our clients.

- **Empowerment and improvement**

We believe that all employees and our external contractors and partners should have the authority and support necessary to contribute effectively to our Temos continuous improvement initiative and performance.

- **Integrity, fairness, and honesty**

We will always be honest and transparent in our communications with leads, prospects, and customers. This includes providing accurate information about our services, capabilities, and pricing and avoiding deception, exaggeration, or misleading statements.

- **Accountability and objectivity**

We are responsible for our decisions and actions that are based on evidence and best professional judgment. If we make a mistake, we will promptly acknowledge it and take corrective measures.

- **Responsiveness**

We strive to understand and be responsive to the needs of one another and the needs of those who use our services.

## **4. Temos principles and standards of professional behavior**

### **4.1 Legal and regulatory compliance**

Regulatory compliance is an organization's adherence to laws, regulations, guidelines, (internal) rules, and specifications relevant to its business.

We will comply with all relevant international, national, and local laws and regulations governing sales and marketing activities.

We are expected to know relevant local regulations and maintain generally accepted customs insofar as they are compatible with the principles and values in the Temos Code of Ethics.

We are aware that even putative minor breaches of law during an assessment while travelling or carrying out a project for Temos International can result in major damage to our partners, customers, and organization. Violating laws or regulations may also have far-reaching consequences like legal punishment, fines, or terms of labor or penal law.

## 4.2 Conduct of business

In addition to regulatory compliance, we are committed to professional ethics for all aspects of our business and service provision. This is relevant to the conduct of every individual, the entire organization of Temos International and our dealings with colleagues, assessors, regional offices, external partners, contractors, suppliers, and other stakeholders.

- **Quality of Temos services**

Temos stands for **Trust**. **effective medicine**. **optimized services**.

Our customers are treated with respect, openness, professionalism, and the willingness to always cooperate. This includes being punctual, responsive, and courteous in communication and appearance.

This is our everyday obligation and we must meet the highest standards of quality and integrity.

Temos assessors maintain their impartiality and independent judgement. Misinterpretation of findings onsite during the assessment, alteration of assessment results and any other “incidents” are to be avoided. All work, findings, ratings, and results are adequately documented. The information in our reports must be correct. Certificates that are issued must be accurate and correct.

- **Anti-corruption and anti-bribery**

Corruption or bribery is a form of dishonest or unethical conduct by a person entrusted with a position of authority, often to acquire personal benefit.

Corruption impedes business growth, escalates costs, and poses serious legal and reputational risks. It also undermines fair competition.

We are committed to fair and transparent business with zero tolerance regarding corruption and bribery. We never engage in bribery, kickbacks, or corrupt practices. We uphold all applicable anti-corruption laws and regulations. This applies in particular but is not limited to the use of irregular ways of payment.

- **Sponsorships, contributions, and others**

Temos International does not contribute towards a fund or resources of any political party, elected officials, candidates for public office or similar in Germany or any other country. Temos International keeps strict neutrality in any political process of any country where it operates.

- **Fair competition**

We treat our competitors with due respect and value their achievements for continuous quality improvement.

We compete fairly and ethically in the marketplace. We will not engage in unfair business practices, such as spreading false information about competitors or their services. We respect the principles of healthy competition in full compliance with all applicable laws and regulations.

- **Relations with project or business partners and contractors**

The principles of this Code of Ethics also apply to our project or business partners and contractors.

Partners and contractors are well selected based on their expertise, experience, value for Temos International and their compliance with the Temos Code of Ethics. Details are described in POL\_APS\_003\_Due diligence.

- **Working environment and anti-discrimination**

We are convinced that diversity at the various levels of our organization presents an added value for Temos International. Temos International is committed to providing equal opportunities in all aspects of employment. Temos International treats all employees fairly and with respect, and will not tolerate any form of discrimination based on gender, national or ethnic origin, race, religion, cultural background, sexual orientation, disability, marital status, age, political orientation, or others.

Temos International is committed to protecting and advancing the health and well-being of its employees, assessors, and contractors in regional offices worldwide. The organization works to ensure a safe and healthy work environment including regular external assessments on occupational health and staff safety, training, and other measures where applicable.

- **Protection of assets**

All Temos International personnel shall strive to preserve and protect Temos International assets by making thoughtful and effective use of resources.

Internal guidelines and procedures ensure that Temos International assets are protected and properly used and that financial reports and records are accurate and reliable.

You are asked to share responsibility for maintaining and complying with required internal controls.

Travel expenses should be consistent with your job responsibility and Temos International's needs and resources. It is Temos International policy that you should not suffer financial loss or experience financial gain as a result of your business travel.

If you have been provided with portable devices you are required to safeguard such devices from loss, theft or unauthorized use or taking of Temos International's equipment, supplies, materials, or services.

- **Sustainability**

In its General Assembly on 25 September 2015, the United Nations adopted the resolution 70/1. "Transforming our world: the 2030 Agenda for Sustainable Development". 17 sustainability development goals and 169 targets were defined and agreed on considering the three dimensions of sustainable development: environmental sustainability, social sustainability, and economic sustainability.

Temos International is committed to the UN sustainability goals through engaged leadership, reduction of environmental footprint, smarter purchasing, and social responsibility.

Temos International will minimize its emissions and consumption of energy and natural resources, and will pro-actively contribute to environmental protection by

environmentally friendly technologies. Temos International will support employees and partners in the reduction of their environmental footprint.

- **Information and information technology**

Information, programs, or software that are considered illegal, offensive, or inappropriate must not be accessed, downloaded, used, stored, or disseminated on your work computer. Further, installing software or downloading, storing, using, or disseminating data or information in breach of copyright or other applicable laws is prohibited.

You are not allowed to use information in a way that may jeopardize the integrity of Temos International.

### **4.3 Confidentiality**

When taking up work with Temos International all employees, assessors, and regional office contractors are required to sign a Non-Disclosure-Agreement (NDA) covering both, the term of employment/partnership/cooperation time and afterwards. We comply with applicable laws and confidentiality obligations.

Company secrets, data, employee, and financial information or otherwise sensitive information (including information about/from customers) must always be handled in a manner that protects the interests of Temos International and its partners and customers.

All individual personally identifiable information, including personal identifiers of Temos International employees, customers, partners, and patients will be kept confidential except where release is authorized.

### **4.4 Conflicts of interest**

A conflict of interest is a situation that has the potential to undermine the impartiality of a person because of the possibility of a clash between the person's (financial) self-interest and professional or public interest.

All Temos International employees including the management, assessors, regional offices, and contracted partners may not use their positions to profit personally or to assist others in profiting in any way at the expense of the organization.

We must avoid any conflict of interest and any combination of roles and services that could be perceived as representing a threat to the impartiality and independence that are the basis of our services. We will avoid situations where a conflict of interest may compromise the trust of our clients or the integrity of our sales processes.

This includes the rule that our partners in the regional offices who are also acting as Temos assessors are not allowed to carry out Temos International assessments in their own country. Pre-surveys, preparational support, and general consultancy are possible in agreement with the Temos International HQ.

Any Temos International assessor who accompanied an applying organization during the preparation through consultancy cannot be a member of the assessors' team for the onsite validation visit.

## **5. Breaches of the Code of Ethics**

Violations of the code may result in disciplinary procedures, including termination of employment or contract, as well as potential legal prosecution.

If needed, you are required to cooperate in good faith with internal investigations relating to this Code of Ethics.

## **6. Reporting of misconduct and conflicts**

We follow and encourage open communication and interaction within Temos International and with our external partners and contractors; openness and discussion about our ethical conduct is important for Temos International.

You are encouraged to report your concerns related to a possible violation of the Code of Ethics as well as any other violation of regulations or our company policies.

If a situation cannot be resolved professionally, you should promptly report it to Temos HQ, outlining the issue, the parties involved, and the context. This reporting is essential for addressing and resolving conflicts constructively.

Serious violations such as possible cases of corruption and bribery must be reported immediately.

You may report your concerns directly to the Temos International CEO, Dr. Claudia Mika. Your report will be treated anonymously at your request.

Reported violations will be investigated and clarified with the support of the operational management and customer care team and in close cooperation with the Temos Boards where applicable.

If a concern is expressed relating to a possible violation of the Code of Ethics in good faith to sources inside or designated by Temos International, Temos International will not permit retaliation in any form.

## **7. Resolving disputes professionally during the sales process**

Temos sales representatives interact with leads, prospects, and competitors professionally and calmly. Emotional back-and-forth or confrontational behavior is not acceptable.

In case of disputes, disagreements, or challenging situations, our ROs respond with information, and evidence, avoiding emotional responses or personal attacks.

If a situation escalates or becomes unmanageable, ROs request help and guidance from Temos HQ to ensure that the situation is addressed effectively and professionally.

## **8. Questions**

If you have any questions about the content of this Code of Ethics, please contact the Temos International CEO, Dr. Claudia Mika.