The ROSSMANN-Identity

The code of conduct for employees

ROSSMANN
Mein Drogeriemarkt

TO ALL EMPLOYEES OF DIRK ROSSMANN GMBH

Burgwedel, March 2022

Dear Colleagues,

Since the company was founded, sustainable business has been an integral part of ROSSMANN. In this context, we do not see sustainability as a one-off action, but rather as an ongoing process of continuous learning and further development. We believe in social commitment, environmental protection and fair cooperation as supporting pillars of our society. Our goal is to reconcile economic, ecological and social responsibility in a sustainable way.

Our values play a particularly important role in this regard: personal responsibility, openness and transparency, as well as conduct that is always legally compliant and ethically correct. This ROSSMANN identity brings together our important fundamental rules and principles in one document. It provides a framework for orientation and applies equally to each of us.

Our identity sets our standard for ourselves, and at the same time it is a promise. A promise to the outside world – that we will behave responsibly towards our business partners, our customers and the public. And, simultaneously, a promise regarding the way we interact with each other within the company.

Together, we are responsible for how outsiders and all those who are part of ROSSMANN perceive our company. Each individual is called upon to act in the spirit of our corporate attitude. This is not only a question of respectful cooperation, but can also avert considerable damage from an economic point of view.

That is why we ask you to read this code of conduct carefully and to use it together with us as a guideline for our day-to-day behaviour.

The ROSSMANN management team

The ROSSMANN management team (from left to right): Raoul Roßmann, Michael Rybak, Peter Dreher and Antje König

Contents

1. Preamble 5

2. The fundamental rules of behaviour 6

2.1. Who we are 7

2.2. How we act in the market 7

2.3. How we protect information 8

2.4. How we ensure data security 8

2.5. How we avoid conflicts of interest 8

2.6. How we prevent corruption and granting of advantages 8

2.7. What makes our products strong 9

2.8. How we think about the future 9

2.9. How we act as ambassadors 9

3. How we support our identity 10

For ease of reading, we have used gender-neutral language throughout.

We have developed the concept of sustainable business at ROSSMANN. It expresses what our company stands for today and in the future.

How we do business sustainably

We use the term sustainable business because we are convinced that only an economically successful company generates financial resources that it can invest in its ecological, social, product- and personnel-related corporate responsibility. And, equally, only a company that assumes this responsibility can be economically successful.

Conserving resources and protecting the environment

In stores, in logistics and in administration: we have set ourselves the goal of continually reducing our consumption of resources and energy everywhere.

Sustainable product stewardship

Our responsibility does not begin in our logistics or in our stores. We are committed to improved sustainability even in the early stages, such as the cultivation of raw materials like palm oil or cotton. In addition, we are continuously working on making our products and packaging more sustainable.

Togetherness matters

As an employee, you are what makes ROSSMANN special – with your creativity, your passion and your commitment. To us as an employer, appreciating this commitment means being responsible and reliable.

Social commitment for families and children

An important aspect of our understanding of sustainability is the long-standing commitment to social projects and initiatives strongly influenced by the Roßmann family, who own the company. That commitment is primarily focused on supporting children and families.

1. PREAMBLE

Instead of binding guidelines or written codes of conduct, we rely on personal responsibility and active leadership – especially from managers. Experience shows that rules of behaviour cannot prevent a person or an organisation from going against their social responsibility. Instead, an identity is required that the management board and managers represent – and that we all actively embody. Every day.

This ROSSMANN identity summarises the essential principles and rules for our actions and shows what demands we place on ourselves and on those with whom we deal in everyday work – customers, business partners and suppliers. The following requirements are essentially based on internationally valid standards.

- The United Nations (UN) Declaration of Human Rights
- The UN Convention on the Rights of the Child
- The Organisation for Economic Co-operation and Development (OECD) Guidelines for Multinational Enterprises
- The Fundamental Conventions of the International Labour Organization (ILO)
- The UN Guiding Principles on Business and Human Rights

When working with business partners, we maintain long-term, fair and reliable business relationships. In addition to the general standards, the Code of Conduct applies to every order for the ROSSMANN brands and for our non-food articles, not only for the suppliers and production sites themselves, but also for the upstream industries, such as weaving mills and dye works.

2. The fundamental rules of behaviour

2.1. Who we are

Human rights, which are enshrined in both the UN Declaration of Human Rights and the European Convention for the Protection of Human Rights and Fundamental Freedoms, form the foundation of our social interaction and mutual responsibility. They are to be kept in mind and respected by all employees.

We stand for appreciative and respectful interaction with each other – at and between all levels of the company. Each individual is important and contributes with their personality and identity. This diversity is what makes us at ROSSMANN who we are.

The protection of uniqueness and thus protection against discrimination is at the core of human rights. At ROSSMANN, we are clearly opposed to any form of discrimination based on age, ethnic origin and nationality, gender and gender identity, physical and mental abilities, religion and belief, sexual orientation or social origin. Together, we are committed to a non-discriminatory working environment, and demand and promote equal opportunities and a culture of appreciation, mutual trust and respect. As employees, we call on you to observe, internalise and implement these principles. To this end, we ask you to actively and constructively address inappropriate behaviour.

The German General Act on Equal Treatment serves as a guideline in this context. It fosters awareness and can help you to recognise discrimination at ROSSMANN. If you feel discriminated against on the basis of the above criteria or are aware of an incident of discrimination, please contact our advice and reporting office:

vielfalt@rossmann.de

2.2. How we act in the market

In order for long-term, fair and reliable business relationships to exist, it is essential that free and undistorted competition for the benefit of all market actors is ensured. Our company is committed to ensuring and maintaining free market dynamics among companies in the market. This principle is the central tenet of global antitrust laws and is mandatory for ROSSMANN. Antitrust law ensures this with the following directives and prohibitions in particular:

- The prohibition of agreements between competitors on prices, territorial divisions, customer groups or production volumes
- The prohibition of abuse of a dominant market position
- The prohibition of concerted practice, informal discussions or agreements with the aim or effect of restricting competition (confidential information on prices and upcoming price changes or customer and supplier relationships must not be exchanged in discussions with competitors).

2.3. How we protect information

We protect trade secrets and company property. Sensitive data and information from ROSSMANN and from business partners is secure with us and will not be used for the purposes of private interests. This approach and the sensitive handling of information and data are requirements on our part and we enshrine them contractually with external partners. Information concerning the company is publicly communicated exclusively through corporate communications. This also includes the protection of intellectual property (e.g. registered designs, trademarks or expertise).

2.4. How we ensure data security

Protecting the personal data of consumers, customers, contractual partners and employees is a fundamental prerequisite for ROSSMANN. Each individual is responsible for the protection of the confidential data with which they are entrusted. We only use data for specific, legitimate purposes established at the time of collection. We process personal data only in compliance with national and European data protection regulations and under consideration of the interests of consumers, customers, contractual partners and employees. The focus in this context is also on data security. In order to prevent unauthorised access, we use appropriate technical and organisational measures to protect personal and confidential data. Together with our business partners, we jointly commit ourselves to legally compliant handling of personal data.

2.5. How we avoid conflicts of interest

We avoid conflicts of interest at every possible stage. With that in mind, decisions made in a professional context must not be influenced by private interests. To ensure that unbiased decisions can always be made in the interests of the company, we strictly separate private and professional motives and interests.

2.6. How we prevent corruption and granting of advantages

We do not tolerate corruption or the granting of advantages – no matter the form in which they occur. The unlawful granting of benefits to third parties, such as public officials or employees of private companies, is prohibited throughout the company. This ban applies without restriction, i.e. regardless of to whom, where in the world and why someone wants to grant such advantages.

All companies, employees, agents and representatives must comply with the global laws to combat corruption. Violations may constitute serious crimes and cause significant damage to both the individual and the company.

Every employee is prohibited from demanding, accepting, obtaining or being promised personal advantage in connection with their business activities. If an employee is confronted with such an offer, this must be reported immediately to their superior. As a rule, gifts and invitations may not be distributed or accepted. Exceptions apply only to generally accepted occasional or promotional gifts and to gifts that correspond to the customs of and courtesy in a country, as is the case with invitations. If you as an employee have any doubts, approach your superior.

2.7. What makes our products strong

Our products are the foundation of our success. Their safety and their quality play a decisive role in this regard. We implement necessary improvements thoroughly and sustainably. Such improvements must always have an impact on maintaining or increasing product safety. Acting responsibly plays an important role, especially in product development and manufacturing and their monitoring and tracking. Close cooperation with our suppliers is a decisive factor in this regard. They must monitor the individual steps in production and document them accordingly – from the receipt of raw materials to the finished product.

Applicable safety regulations form the basis for all product groups. In this context, we always comply with internationally recognised requirements for product safety and quality. We also hold ourselves to the even higher standards of internal company guidelines. In the interest of all, the safety regulations must be applied consistently and at all times. Our aim is to always meet the high quality standards that our customers expect of our products. Everyone can contribute to the continuous improvement of the quality and safety of our products and services. Each employee shares the responsibility for this within their department and working environment.

2.8. How we think about the future

The protection of the environment and natural resources is a matter particularly close to our hearts – in the development of new products and in their manufacturing, storage, distribution, transport, use and disposal. In the operation of our warehouse locations and stores, too, we take care to minimise all the resulting effects on the environment and climate as far as possible and to make a positive contribution to environmental and climate protection with our products.

Each employee bears responsibility for conserving natural resources and contributing to the protection of the environment and the climate through their behaviour.

2.9. How we act as ambassadors

The economic success of a company is heavily dependent on its employees. That also applies to ROSSMANN. Our employees are perceived as ambassadors of the company and help to shape the public image of the company through their actions.

3. How we support our identity

The ROSSMANN identity applies to all employees of Dirk Rossmann GmbH and its subsidiaries – in both a literal and figurative sense.

In summary, ROSSMANN stands for the following values: trust, helpfulness, responsibility, openness, courage, diversity, flexibility, appreciation, honesty and respect.

Our identity brings together our values and the applicable legal and operational regulations. Insofar as rules of behaviour for individual areas of activity or companies are laid down in separate guidelines, these apply without restriction in addition to the identity. In cases of doubt, the stricter rule is to be observed. This applies, for example, to the rules of behaviour for employees that are stored in the company wiki.

Violations of laws and regulations can have consequences in terms of employment, criminal and civil law.

Each employee is entitled and encouraged to report violations against our identity, laws or the guidelines applicable to ROSSMANN. ROSSMANN has set up a whistle-blower portal for this purpose.

Whistle-blower portal:

unternehmen.rossmann.de/hinweisgeberportal

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