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Corporate Social Responsibility Juice Code of Conduct

Bachenbülach, February 2024

This Code of Conduct is binding for all employees of the Juice Group (i.e. Juice Technology AG, Juice Europe GmbH, Juice Nordics AB, Juice France SAS, Juice Americas Inc, Juice UK & Ireland Ltd, Juice Iberia S.L., Juice Technology Co. Ltd Zhejiang, Juice Warehouse Lottstetten, Juice Power AG, Juice Telemetrics AG and Juice Services AG).

1	Introduction	3
1.1	Purpose of the guideline	4
1.2	Why a JCoC?	4
2	Corruption, extortion and bribery	4
3	Environmental protection	4
3.1	Compliance and management in the area of environmental protection	4
3.2	CO ₂	4
3.3	Electricity	4
3.4	Raw materials	4
3.5	Chemicals and waste	4
4	Responsible procurement	5
4.1	Supply chain	5
4.2	Conflict minerals and exploitation	5
5	Export controls and economic sanctions	5
6	Fair competition and antitrust law	5
7	Intellectual property and plagiarism	5
8	Protection of employees, customers and third parties	6
9	Non-discrimination	6
10	Data protection	6
11	Disclosure of information	6
12	Whistleblowing and protection from retaliation	6
13	Conflicts of interest	7
14	Financial responsibility	7
15	Compliance	7
16	Working conditions and human rights	7
16.1	Wages and benefits	8
16.2	Working hours and breaks	8
16.3	Equal rights	8
16.4	Freedom of organisation and association	8
16.5	Prevention of bullying	8
16.6	Non-discrimination and coercion	8
16.7	Human resources	8
16.8	Politics	9
16.9	Influence peddling	9

Contents

1

1 Introduction

1.1 Purpose of the guideline

The Juice Code of Conduct (JCoC) comprises a series of standards that form the framework for our corporate actions. It offers orientation and guidance for difficult decisions and provides an overview along with suggestions for taking appropriate action. The JCoC is binding for all Juice employees, and all rules of conduct must be supported and observed at all levels of the company.

At Juice, we value entrepreneurial freedom and trust that our employees use this freedom in a responsible manner. We strongly encourage all employees to address problematic issues openly. It is the responsibility of all managers to be open to discussions about company practices, the working environment as well as their own behaviour and that of other employees.

1.2 Why a JCoC?

Juice uses its environment to achieve its goals. This environment is also the environment of society as a whole. Our corporate actions must not have a negative impact on society or the environment and should ideally contribute directly to a more sustainable way of life. Socially responsible conduct also serves to preserve and develop the company's basis of existence.

The employees of Juice themselves represent social values which they do not wish to violate in the context of their work. It is therefore right and important to declare the corresponding set of values – or at least the key concerns of CSR – as binding in a Juice reference document.

After all, Juice's customers want us to adhere and commit to the CSR rules.

In view of the above findings, socially correct behaviour is of crucial importance both within and for the company, while also creating value and raising efficiency.

In the following, we comment on the individual areas of CSR and formulate our specific position in each case. This allows Juice and its employees to present this position to the outside world, implement it in their work as well as recognise and address undesirable developments or unwanted circumstances and conditions.

2

2 Corruption, extortion and bribery

Corruption, extortion and bribery with the aim of achieving corporate advantages or goals are unacceptable and fundamentally contradict both a humanistic worldview and the principle of performance.

- Juice prohibits all forms of influence peddling aiming to achieve its own or third-party advantages
- Juice reports extortion attempts to the authorities and stands by its actions
- Juice never uses confidential knowledge to induce third parties to take actions against their will that are to the benefit of Juice
- Juice reports bribery attempts to the authorities and cooperates with their representatives
- Juice never promises benefits in order to prompt decision makers to take irrational actions
- Juice bases its actions on the recommendations of the Swiss authorities and the OECD guidelines for responsible business conduct

3

3 Environmental protection

Polluting or overusing natural resources or free goods can deliver economic advantages but is unethical and completely contradicts the principle of performance and sustainability. Moreover, such actions can endanger our own and others' livelihoods in the long term. Juice considers the circular economy to be the right and desirable way to utilise raw materials.

3.1 Compliance and management in the area of environmental protection

- Juice respects the environmental regulations in its countries of operation and of its partners
- Juice meets all environmental requirements relating to products, packaging and logistics
- Juice supports the circular economy
- Juice practices an environmental management system according to ISO 14001
- Juice practices an energy management system according to ISO 50001
- Juice employees demonstrate ecologically-minded behaviour in all their activities
- All of Juice's company-owned passenger cars are BEVs (100% electric)

3.2 CO₂

- With its products to promote e-mobility, Juice contributes to reducing the use of fossil fuels and thus protecting the climate
- Juice overcompensates for its own carbon footprint and that of its products
- Juice uses only carbon-free electricity, predominantly from hydroelectric power plants

3.3 Electricity

- Juice contributes to the use of clean energy with its offer of real-time green electricity
- Juice verifiably uses 100% sustainably produced electricity
- Juice makes sparing use of energy and designs its products for minimal power consumption
- Juice provides products that allow energy to be used intelligently
- Juice requires its partners and suppliers to follow the above principles

3.4 Raw materials

- Juice designs its products such that raw materials can be recycled and reused
- Juice develops and produces products with long life cycles
- Juice labels its products with the type of materials used
- Juice uses material declarations to ensure that its products can be recycled
- Juice avoids the use of composite or mixed materials that are impossible or difficult to separate or recycle
- Juice ensures the correct recycling of every single device that it sells

3.5 Chemicals and waste

Chemicals, waste and other potentially hazardous materials or substances are used and handled by Juice only in collaboration with competent partners. In doing so, the safety of living things and nature is always of paramount importance.

- Juice avoids the use of hazardous substances
- Juice uses chemicals only with competence or under expert guidance
- Juice informs itself meticulously before handling chemicals or hazardous substances
- Juice takes all necessary precautions to protect against chemicals and waste materials
- Juice ensures that all waste materials are recycled or at least disposed of

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- correctly
- Juice provides all employees who work with chemicals or waste with appropriate training

4 Responsible procurement

Procurement means power – and consequently brings with it a great deal of responsibility. Suppliers want orders and may be willing to exceed the limits of social responsibility to get these orders. Juice prevents this through a number of measures.

4.1 Supply chain

Juice ensures transparency in the supply chain. Juice achieves this through continuous surveys and assessments of its suppliers. Collaborating with Juice requires suppliers, contract manufacturers, consultants and other business partners to permanently and sustainably meet the requirements of the Juice Supplier Code of Conduct along with the guidelines on social, ecological and economic responsibility anchored therein. The JSCoC applies to all suppliers and is investigated and evaluated in minute detail before and during any collaboration with Juice.

- Juice evaluates new suppliers by means of initial assessments based on measurable criteria
- Juice audits new suppliers on site and carries out regular follow-up audits
- Juice monitors the performance of suppliers and sub-suppliers and assesses it periodically
- Juice procurement employees are not permitted to accept personal benefits
- Juice procurement employees continuously ensure an optimum price/performance balance
- Juice procurement employees implement the JSCoC

4.2 Conflict minerals and exploitation

The trade in tantalum, tin, tungsten and gold (conflict minerals) has been repeatedly abused to finance armed conflicts or exploit people as well as for illegal land grabbing or deforestation to the detriment of small communities. Juice wants to ensure that its products do not contain minerals or metals from conflict-affected and high-risk areas (CAHRAs). To this end, it records and declares the manufacturers and processors of tin (solder) in its supply chain.

- Juice condemns all activities involving illegal exploitation of raw materials and land grabbing

- Juice condemns the illegal deforestation of areas for the exploitation of raw materials
- Juice condemns any oppression, harm or displacement of local inhabitants
- Juice records and declares the origin of tantalum, tin, tungsten and gold from its suppliers
- Juice uses the CMRT reports provided by the Responsible Minerals Initiative (RMI)
- Juice requires regular updates of the CMRT reports on the part of its suppliers

5 Export controls and economic sanctions

The non-delivery of technology and goods to states or institutions for political reasons can be ethically justified.

- Juice follows legal regulations regarding export controls for goods and services or pertaining to economic sanctions and instructs its employees and partners accordingly
- Juice decides whether to participate in voluntary (i.e. non-legally binding) economic sanctions based on its ethical principles and according to official government information and recommendations from the Swiss federal authorities

6 Fair competition and antitrust law

Competition and the principle thereof are constituents of the market economy supported by Juice.

- Juice recognises great economic opportunities in the principle of competition and rejects any form of collusion
- Juice respects legal and industry-specific regulations regarding tariffs and working conditions
- Juice does not engage in price fixing, territorial allocation or similar practices
- Juice respects and enforces local antitrust regulations

7 Intellectual property and plagiarism

Innovation and differentiation through superior products offer companies advantages in the market. The protection of intellectual property such as trademarks, patents or designs safeguards the corresponding investments of the company.

- Juice considers copying or imitating the ideas of others to be a competitive

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- disadvantage and refrains from such practices
- Juice develops and launches innovations itself and ensures that its intellectual property is protected
- Juice defends its intellectual property by holding plagiarisers accountable

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8 Protection of employees, customers and third parties

Juice designs, produces and markets CPDs (control and protection devices) for charging and discharging electric vehicles. The protection of living things and material assets is our highest priority. Juice ensures this through quality in development and production and by means of compliance gates in its processes.

- Juice produces safe devices that do not present a hazard to employees, customers or third parties
- Juice ensures the safety of its employees in the workplace
- Juice attributes utmost importance to safety in production so that no one is harmed during the manufacturing process
- Juice subjects its devices to multiple safety checks before they reach the customer
- Juice employees are fully qualified, and the dual control principle ensures product safety
- Juice protects third parties through appropriate safety measures
- Juice conducts extensive testing to identify and eliminate any safety risks

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9 Non-discrimination

Companies require the best available resources (personnel, business partners, services and material resources) to be successful in competition. A company's most important asset is its employees, and Juice wants to protect them.

- Juice appoints or promotes employees or applicants based on their suitability and performance
- When filling positions, Juice does not differentiate on the basis of age, gender, appearance, nationality, physical characteristics or other criteria that are not relevant to suitability
- Juice remunerates, treats, challenges and promotes all employees equally
- Juice prevents discrimination by means of attentive managers, open doors and rigorous punishment of any discrimination
- Juice employees are obliged to immediately report cases of discrimination or even suspicions thereof to the HR department or company management
- Juice punishes cases of discrimination irrespective of the person concerned
- Juice also protects employees against discrimination by third parties, such as representatives of customers, suppliers, partners, etc.

- Juice protects third parties, such as representatives of suppliers, agents or service providers, from discrimination by its employees

10 Data protection

Today, information about people or institutions (hereinafter "personal data") exists in very large quantities, in highly personal form and on a wide range of topics. This data is encoded, copyable and easily disseminable. The more extensive and interconnected the collected data, the more sensitive the potential risks associated with it.

- Juice always asks for permission when personal data needs to be stored
- Juice bases its actions in this regard on the Swiss Data Protection Regulation, the GDPR or DSG and the locally applicable regulations
- Juice grants access to personal data only to those who absolutely need it to carry out their duties
- Juice stores personal data in secure form and on secure data storage mediums
- Juice deletes personal data that is not (or no longer) required to fulfil the company's obligations
- Juice provides enquiring parties with information about their personal data stored by Juice

11 Disclosure of information

All actions of a company have an influence on third parties (stakeholders). To protect stakeholders, various disclosure requirements exist which are mostly financial in nature and can vary greatly by location.

- Juice respects the local disclosure requirements at its headquarters and subsidiaries and complies with all applicable legal obligations in this regard

12 Whistleblowing and protection from retaliation

Unethical, illegal, dangerous or discriminatory circumstances are sometimes not apparent to company managers, which is why such conditions inadvertently persist. In such situations, it is valuable to provide company management with corresponding information so that the necessary action can be taken to address the issue.

- Juice employees can, at any time, approach their managers or HR department to report unethical, illegal, dangerous, discriminatory or other impor-

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tant issues; they can do so confidentially and without the risk of personal consequences

- Juice protects persons who report such circumstances from reprisals (retaliation)
- Juice objectively and carefully investigates all relevant reports with the involvement of at least two members of senior management
- Juice protects third parties by clarifying reports both carefully and thoroughly to prevent bullying through false denunciation
- Juice also investigates anonymous reports, in this case with particular caution
- Juice itself reports to the relevant authorities if it detects illegal, dangerous or discriminatory situations in its specialist field

13

13 Conflicts of interest

Where different target systems come together, conflicts of objectives and, consequently, conflicts of interest inevitably arise. Companies have clear objectives, which do not necessarily coincide with the objectives of their environment as a whole. However, overcoming conflicts of interest can also be problematic, for example, in the case of competition agreements. Ultimately, a lack of checks and balances (separation of powers) can harbour conflicts of interest that can lead to one-sided and potentially poor decision-making.

- Juice ensures the necessary checks and balances when making key decisions
- Juice checks to ensure that its decisions are not influenced by conflicts of interest
- Juice refrains from making decisions in which it is both the affected and the decision-making party
- Juice always behaves fairly when it has an information advantage over a partner
- With its business ethics guideline, Juice provides an instrument with which employees can responsibly check their decisions in advance
- Juice considers planned obsolescence to be fraud, poor quality and a waste of resources

14

14 Financial responsibility

Employees, customers, suppliers and the state rely on the services and performance of the companies for which they work or whose products they use. Tax revenue comes solely from companies, either directly or indirectly. Juice is aware of this responsibility and ensures financial security.

- Juice manages its finances professionally under the supervision of the board

of directors and the CEO

- Juice has a finance team made up of qualified employees
- Juice keeps its books in accordance with the applicable local legislation
- Juice maintains a consolidated financial statement
- Juice carries out financial controlling and continuous financial reporting
- Juice maintains a cash flow statement as well as rolling liquidity planning
- Juice provides in-depth financial reporting on a monthly, quarterly and annual basis
- Juice has its statement checked annually by external, independent specialist bodies

15 Compliance

No matter how sophisticated a set of rules is, it is entirely ineffective if it is not implemented and enforced. External and internal regulations must be adhered to.

- Juice practices a compliance management system according to ISO 37301:2021
- Juice integrates the compliance requirements into its processes, thereby ensuring implementation
- Juice processes ensure that the results are compliant
- Juice Compliance organises spot checks to establish whether the internal guidelines are being followed
- Juice departments and specialist divisions integrate compliance requirements into all new processes
- Juice employees are law-abiding and follow all regulations and rules
- Juice employees ensure that applicable regulations are recognised and implemented

16 Working conditions and human rights

Juice is an employer in multiple countries. The working conditions are guided by the following principles.

- Juice challenges, promotes and remunerates employees based on the principle of performance
- Juice fills positions according to suitability based on the relevant job description and team situation
- Juice provides a performance-enhancing and people-friendly working environment
- Juice employees are able to discuss topics of their choice with management at any time

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16.1 Wages and benefits

- Juice consistently pays at or above statistical average wages
- Juice pays only according to the principle of performance and irrespective of the person
- Juice complies with all legal and mandatory tariff requirements
- Juice remunerates goal achievement wherever possible and rewards overachievement
- Juice exceeds the statutory social benefits for health insurance
- Juice provides employees with affordable meals
- Juice supports employees by providing free and clean electricity for charging private vehicles

16.2 Working hours and breaks

- Juice employees adhere to statutory working hours, or parts thereof
- Juice employees organise their working hours in block times (9 a.m. to 12 p.m. and 2 p.m. to 5 p.m.)
- Juice employees are obliged to observe statutory breaks
- Juice ensures equality between smokers and non-smokers when it comes to taking breaks
- Juice expects employees to exceed their regular workload when necessary
- Juice employees regulate their working hours within the framework of their annual working time

16.3 Equal rights

- Juice remunerates, treats, challenges and promotes all employees equally
- Juice appoints or promotes employees or applicants based on their suitability and performance
- When filling positions, Juice does not differentiate on the basis of age, gender, appearance, nationality, physical characteristics or other criteria that are not relevant to suitability

16.4 Freedom of organisation and association

- Juice respects the legal freedom of organisation and association of its employees
- Juice respects legal and industry regulations regarding tariffs and working conditions

16.5 Prevention of bullying

- Juice prevents bullying by means of an open working atmosphere, attentive managers, open doors and demonstrative punishment of any cases of bullying
- Juice employees can discuss bullying with management or the HR department at any time
- Juice employees are encouraged to prevent, address or report bullying
- Juice protects victims of bullying through appropriate measures

16.6 Non-discrimination and coercion

- Juice prevents harassment and discrimination by means of attentive managers, open doors and rigorous punishment of any cases of harassment or discrimination
- Juice employees are obliged to immediately report cases of harassment or discrimination, or even suspicions thereof, to the HR department or company management
- Juice punishes cases of harassment or discrimination irrespective of the person concerned
- Juice also protects employees against harassment or discrimination by third parties, such as representatives of customers, suppliers, partners, etc.
- Juice protects third parties, such as representatives of suppliers, agents or service providers, from harassment or discrimination by its employees
- Juice dismisses employees who coerce other employees in any way
- Juice dismisses employees who inappropriately accost other employees
- Juice dismisses employees who falsely accuse other employees
- Juice provides (anonymous) reporting tools that can be used to disclose cases of misconduct

16.7 Human resources

- Juice employs only resources such as personnel, consultants, intermediaries, influencers, sales agents, freelancers, etc. who are legally permitted to work for Juice
- Juice employs only resources such as personnel, consultants, intermediaries, influencers, sales agents, freelancers, etc. whose use is ethically justifiable
- Juice requires its suppliers and business partners to use only resources who are legally permitted to work for them
- Juice bases its standards on Swiss laws and regulations as well as the Declaration of Human Rights
- Juice immediately enforces its standards upon learning that resources are

being employed on its behalf the use of which is either illegal or not ethically justifiable

- Juice specifically rejects benefits from prohibited child labour, slave labour or from involuntary work and excludes the acceptance of such benefits
- Juice rejects any form of illegal employment

16.8 Politics

- Juice is politically independent
- Juice categorically rejects political agitation and extremism

16.9 Influence peddling

- Juice prohibits all forms of influence peddling aiming to achieve its own or third-party advantages

Juice employees and partners can, at any time, provide Juice management with feedback, comments or suggestions regarding the CSR situation at Juice or its partners, either directly in person or indirectly in writing to csr@juice.world.