



wiewelhove
Auftragsherstellung fester Arzneiformen

Code of Conduct

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at Wiewelhove GmbH

Our company originated from the Stern pharmacy in Ibbenbüren, which was founded by pharmacist Alfred Wiewelhove in 1957. Contract manufacturing of solid dosage forms began under the name of Stern Apotheke, before a separate company called Wiewelhove was founded in 1976 for this field of activity. The company has grown steadily and organically and is now a third generation family business.

The aim of the Wiewelhove company is to proceed the continuous organic growth in order to secure the long-term success of the company as a family business and to maintain the jobs here in the region. Stability is more important to us than growth.

We are committed to being a regional company and take our social responsibility seriously. We support social engagement and charitable activities.

We behave politically neutral and make sure that no advertising is done for any of the political parties in the company and that no political content is propagated. Neutrality in this regard is important to us.

As a family business, integrity is an important asset for us, and it must always be observed and preserved.

These rules of conduct are binding for all employees of Wiewelhove. Only by strictly adhering to these guidelines, we can achieve our corporate goals while respecting our social and ethical responsibilities. This enables us to maintain our excellent reputation in the region and in the "pharmaceutical world", both with our suppliers and with our customers.

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Dr. Peter Döbber
Managing Director



Carolin Plagemann
Managing Director



Uwe Rösener
Management Executive Board



Henning Wientke
Managing Director

Behavior of all employees of the company Wiewelhove

● **We treat each other with respect**

A friendly tone and respectful regards are important to us. Because they are not only requirements for collegial cooperation, but also facilitate the working day and promote a positive working atmosphere.

● **We create a positive culture of conversation**

We meet at eye level. Everyone has the right to express their opinions on an equal basis. We take the other's concerns seriously, listen, let them finish, and treat colleagues, executives and customers, suppliers and other outsiders with respect.

● **We act honest, reliable and humane**

With us human beings have a high priority. It is important for us to be open and honest with each other and to develop an understanding of each other's situation. This requires an open and honest exchange and reliable adherence to agreements. Only this way mutual trust can grow.

● **We promote an open dialogue**

Information and communication, exchange and feedback are important in order to work together successfully. That is why we actively support an internal, open dialogue. We ask the unexplained and counter rumors. The interdepartmental exchange is just as important to us as a regular exchange with our customers and business partners.

● **We are one Team**

Team spirit and mutual support are not only important requirements for mutual success, but also promote positive interpersonal relationships and a collegial working atmosphere. We are not individual groups but one team. It is important to us to support and assist each other, not just in our own shift, but also across all levels.

● **We are tolerant and appreciate diversity**

We reject any form of discrimination, harassment or bullying. We also accept and respect people when they are different from us and accept their borders. In particular, any form of discrimination based on race, ethnic origin or nationality, skin colour, gender, marital status, sexual orientation, beliefs, political beliefs, disability or age is not accepted by us, either internally or to third parties.

● **We share our knowledge and are open to new ideas**

Wiewelhove grows with the people who make up the company's performance. In the long term, we can only remain competitive if we face new technologies and market requirements. That is why it is important for us to remain willing to learn, to acquire new knowledge through training, to embrace change and to share our knowledge and experience with others, especially with new colleagues.

● **We optimize our work processes and solve problems together**

It is normal that problems occur every now and then. Instead of looking away, it is important for us to solve them together or to actively approach them with the help of experts or managers. It is equally important to question our work processes and to encourage process improvements.

● **We learn from mistakes**

We stand by our mistakes and see them as a chance to improve. In case of errors, we do not search for the origin, but try to find a solution together and learn from it for the future.

● **We are responsible for our safety**

We set high standards for the safety of our workplaces. Each employee is primarily responsible for compliance with health and safety regulations and personal protective equipment. In addition, we alert new or careless colleagues to errors, initiate necessary improvement measures and report deficiencies to the manager or security officer.

● **We ensure cleanliness and order**

Order and cleanliness are not only important prerequisites for the production of our sensitive products, but they facilitate the cooperation and prevent discrepancies and arguments. Everyone takes care to leave their workplace, their environment and the items and places they use as neat and tidy as they found it. Gross violations are indicated in the interests of the general welfare.

● **We take ecological responsibility**

Our goal is to be environmentally friendly and to keep environmental aspects in focus. That is why we all make sure that we handle the available resources carefully, conserve energy and dispose of waste properly.

● **We are loyal**

We are loyal not only to the company, but also to our colleagues. We put ourselves in the service of the common goal. This means confidentiality towards third parties, forbids personal enrichment and obligates us to participate in audits and examinations. But loyalty also means for us the observance of laws and the protection of foreign property.

2. Leadership Guidelines

Family climate embossing

As a family business, we have a special social responsibility towards our employees. Personal closeness is important to us and also allows us to respond to specific personal problems. We promote a family-oriented working atmosphere that promotes the view of people.

Expedience in the center

The pursuit of corporate goals and loyal action is our top priority. We place the expedience of a task and decision at the center of our actions and reduce our personal interests and needs.

Success through competence

Successful action requires a high degree of specialist and management skills. It is always our goal to convince the employees by competence and to inspire for certain things. At the same time, it is particularly important to us to act in a careful and solution-oriented manner.

Convince personally

We place high demands on our quality of work and want to achieve the respect of our employees through competent, authentic, consistent and reliable action. An exploitation of the leadership position stands in the way.

Be a role model

Mutual trust and an appreciative approach are the basis for a good and successful cooperation. That is why we as executives live up to these values and promote appreciative cooperation throughout the entire team.

Act fair

We treat our employees with fairness and treat them according to the same standards, without preferring someone based on personal preferences. In particular, we do not embrace the ideas and achievements of our employees as our own. Our actions are characterized by respect for the environment.

Learn from mistakes

We are committed to an open and honest relationship. This includes clearly addressing errors and problems and resolving them constructively. That means also accepting criticism from others. We learn from mistakes and use them to improve our processes and behaviors.

Development by feedback

Feedback is an essential management tool. In particular, positive feedback is important for employee motivation. Therefore, we give and receive positive as well as negative feedback on a regular basis and understand the latter as an opportunity for personal and professional development.

Request – Demand – Promote

We rely on dedicated and qualified employees and demand their commitment every day. At the same time, we support and initiate their further education and strengthen the personal responsibility of our employees. People grow with their tasks. That is why employee support not only promotes, but also demands.

Open Exchange as a basis for success

Successful cooperation requires trusting and open communication. That is why we inform our employees in a timely, clear and comprehensive manner, pass on our experience and make goals and decisions transparent for them. At the same time we set ourselves time for questions and have an open ear for the concerns of our coworkers.

Take responsibility

In addition to completing the tasks assigned to the respective area, we are responsible for a smooth operation and a conflict-free environment with each other. For this we use the management tools, delegate the tasks and decision-making powers, where possible, and take the responsibility for it.

Create common success

Every single person is crucial for the success of our company. We are aware of the contribution of individuals to the achievement of the company's goals and are conveyed by us. Only together with our team and the other departments we can be successful in the long term. That is why we particularly promote inter-departmental cooperation.

3. Equal treatment, non-discrimination, child labor

A company can only fulfill its tasks with the good collaboration of all employees. Good cooperation within the area, between the areas and the organizational levels is particularly important for the fulfillment of the tasks in a good working environment. It is important to us to strengthen the bond between employees and the company through mutual appreciation, mutual trust and openness.

This happens regardless of ethnicity, religion, gender or sexual identity, belief or age.

The Wiewelhove company rejects any form of child labor. The minimum age for a permanent position is 18 years. Training can be started at the age of 16.

These principles of equal treatment, non-discrimination and child labor are also demanded by our suppliers.

4. Climate, Environment, Energy, Sustainability

Our responsibility to the environment is very important to us. The selection of production facilities also takes into account aspects such as energy consumption, potential environmental impact and consumption of natural resources. Existing plants and equipment are continually trying to reduce energy consumption. Process optimization also emphasizes improving overall eco-efficiency. Another aim is to reduce or, if possible, avoid waste. High priority is given to the careful use of natural resources. Sustainability is an important aspect in all decisions.

5. Corruption

Wiewelhove rejects any form of corruption, bribery, bribes or illegal payments. This also applies to any other benefits to individuals and groups in the company that are aimed at influencing the decision making process or actions.

Gifts to individuals or groups are distributed to employees.

Invitations may only be within the usual business framework. Any further acceptance of invitations must be coordinated in advance with the management.

Of course, these principles also apply to Wiewelhove in dealing with its business partners.

6. Good working conditions, health

Good working conditions and employee health are as much a focus of Wiewelhove's work as quality, productivity, etc., or even the working atmosphere. It is not only concerned with safety at the workplace, but also on ergonomically optimized processes. Each employee is responsible for the safety and health protection at his workplace and is required to pass on possible optimizations to the management level. In order to methodically introduce superior measures, a company health management system was introduced. Wiewelhove employees also have independent support for social problems.

The use of addictive substances, such as alcohol or drugs, is strictly prohibited in the company. The intake of medications that may have an effect on the perception must be clarified in advance with the company doctor.

7. Fair competition

An undistorted competition is the requirement for a functioning economy. The company Wiewelhove works together with competitors on general technical topics. It is strictly forbidden:

- Talk to competitors about pricing, costs or terms and conditions
- Talk to suppliers or customers about restrictive measures or the repression of market participants
- Talking to competitors about subdivision of markets
- Make agreements with competitors to boycott customers or suppliers

Through these rules, we ensure that we abide by and comply fully with the responsibilities of competition law because fair and loyal action is our top priority.