

CODE OF ETHICS





We support the [Sustainable Development Goals](#)



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OUR VALUES

The United Nations Agenda 2030 for Sustainable Development, presented in September 2015, sets out 17 Sustainable Development Goals (SDGs), which represent common objectives for sustainable development in the context of today's complex social challenges. These objectives are an important reference for our activities.

Our values shape the way we conduct our business. In our relationships with employees, clients, subcontractors, study participants, authorities, and associations, we are always guided by these values. Our Code of Ethics provides us with a guiding framework for all our activities as well as for individual behavior.

At the same time, our code strives for continuous improvement and is intended to help us to continually drive compliance with our principles.

OUR EMPLOYEES



We believe that our employees are the fundamental factor in the success of the company.

We want them to be satisfied and motivated, and we guarantee a working environment that is free of any form of discrimination or abuse, and in which we respect and support each other to realize our full potential.

Use-Lab is committed to not discriminating, directly or indirectly, against any person on the basis of gender, ethnic or social origin, belief, nationality, physical appearance, age, disability, sexual orientation or identity, religion, ideology, or political opinion. We do not tolerate discrimination, harassment, bullying or stalking and are also committed to protecting individuals from these.

We support the personal expression of our employees' opinions and always listen to their concerns.

We promote equal opportunities for every employee and candidate, especially with regard to gender equality. We see diversity as an enrichment for our company. Respect for people in all their diversity is an integral part of our values and leadership practices. It is precisely the different characteristics of our employees and business partners that are a source of strength and an essential feature for our success.

This is the only way we can jointly contribute to the success of our company. Fair payment, compatibility of work and family, health, and safety at work and the possibility of continuous training, both professionally and personally, are therefore a matter of course for us. It goes without saying that we reject all forms of forced and/or child labor



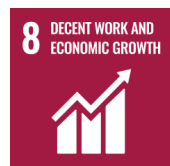


OUR STUDY PARTICIPANTS



Almost every aspect of Use-Lab's work impacts our study participants, e.g. patients, lay persons and healthcare professionals.

We are committed to ensuring that our study participants are always fully informed as part of an informed consent process. We guarantee that payment is fair market value for legitimate, reasonable, and necessary services.



We provide clear information about the types of data we intend to collect, the purpose of collection, and to whom the data will be transferred and in what form.



We ensure that the personal data used is protected from unauthorized access and is never disclosed to anyone without the consent of the study participants.



We put a focus on behaving ethically and avoiding anything that could cause harm to a study participant.

In every study we conduct, we keep in mind that the safety of future users is paramount.



OUR CLIENTS



We are active in national and international markets and base our strategic decisions and business policy on best practices and professional loyalty to clients and other business partners. We are eager to build relationships that are focused on our clients' needs and always give them the opportunity to choose freely and consciously.

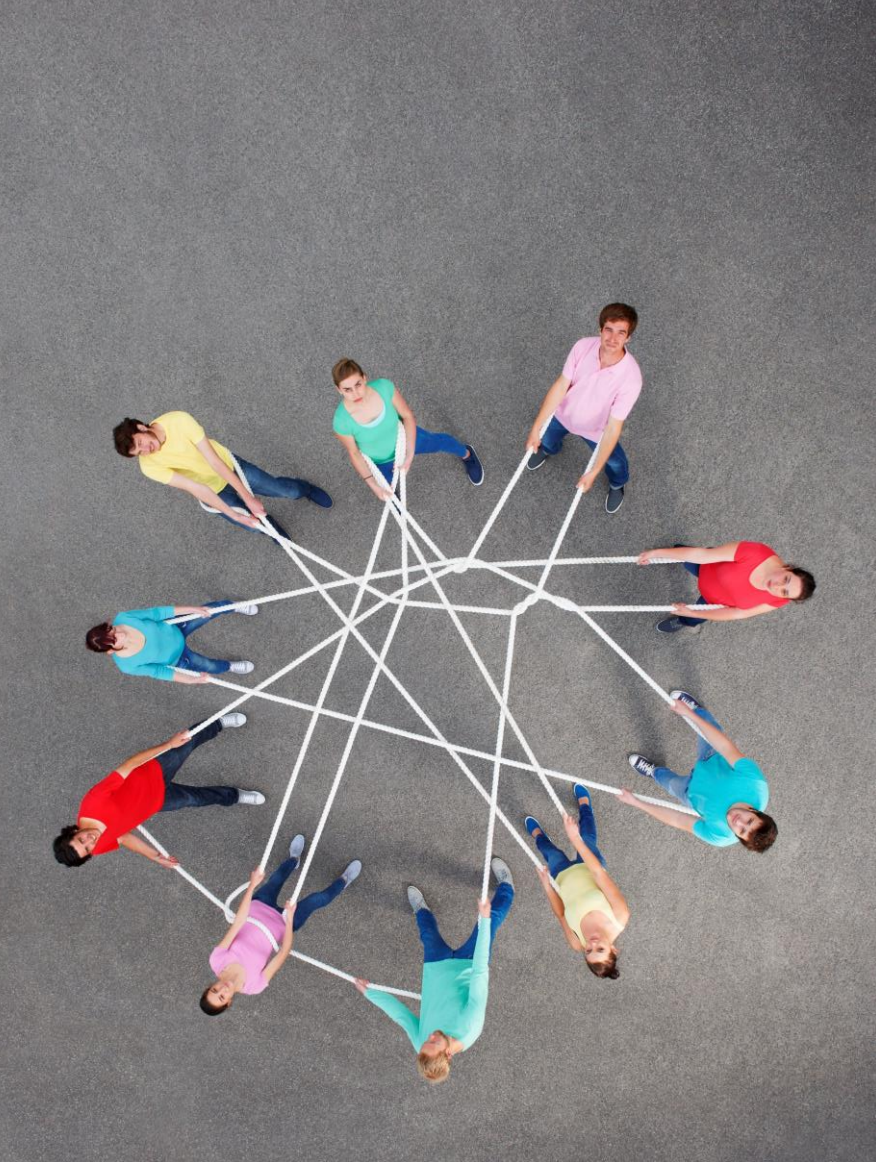
We ensure that our clients, subcontractors and study participants, and all other business partners have complete and transparent information when they choose to enter into a relationship with us. To enable informed decision-making, we are committed to ensuring that the characteristics of our services match the information provided. Customer satisfaction is our ultimate goal, and this naturally includes listening to customer suggestions and complaints.



We do not offer, nor do we promise, economic or other advantages to accelerate the performance of any activity in an unacceptable way, nor do we accept such advantages.

Gifts or invitations that could be interpreted by an impartial third party as going beyond normal business practices or professional courtesy, and which are intended to improperly influence a decision or activity, are not accepted, or offered.





8 DECENT WORK AND
ECONOMIC GROWTH



9 INDUSTRY, INNOVATION
AND INFRASTRUCTURE



10 REDUCED
INEQUALITIES



11 SUSTAINABLE CITIES
AND COMMUNITIES



17 PARTNERSHIPS
FOR THE GOALS



OUR SUBCONTRACTORS

We believe in the importance of building strong, long-term relationships and partnerships with the business partners we work with to create lasting, shared value. The selection and regular evaluation of our subcontractors is based on specific criteria that are relevant to our business. Relationships with our various subcontractors are very important to us and are based on trust and our shared values. We guarantee fair and competitive payment and are committed to honest, complete, and transparent communication with all of them.





OUR COOPERATION WITH AUTHORITIES AND INSTITUTIONS



We are involved in professional associations and professional organizations, especially those that play a role in the common good.

We promote and support active dialogue and cooperation with local, national, and international authorities and institutions.

We refrain from making, causing, or favoring false, incomplete, or not entirely true statements to authorities and institutions and only act with granted permission. We make sure that accounting records and tax returns, that we submit to the authorities are complete and reflect the actual situation of the company. The quality and reliability of the information provided is monitored.





OUR INFORMATION SECURITY

Confidentiality is our top priority, and we protect our interested parties' right to data protection.



As part of our business activities, we collect a significant amount of personal information and confidential information. We are committed to complying with data protection and privacy laws and best practices in the countries in which we operate. Therefore, we protect the right to privacy of Use-Lab's employees, our study participants, clients, suppliers, and other business partners. We use personal information only for specified and appropriate purposes and guarantee the protection, integrity, and confidentiality of data in accordance with the applicable laws and our data protection procedures.

We have implemented an appropriate data protection system in accordance with GDPR regulations and have appointed a data protection officer.





OUR ENVIRONMENT



Though we, as a company, do not manufacture products and thus consume resources or produce waste at the same level as manufacturers, we are committed to the responsible use of energy and natural resources. In our day-to-day operations we take environmental aspects into account by striving to reduce our water, energy, and paper consumption and the waste we produce. In addition, we act responsibly with regards to travel, promoting public transportation (i.e., trains) over other forms like driving or flying.





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