



# **Declaration of Principles on Human Rights & Social Responsibility**

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# 1 Introduction

As a global technology company, TeamViewer offers a cloud-based platform to connect computers, machines, and industrial equipment, and digitally supports work processes along the entire value chain in both the industrial and service sectors. Through its core business, the Company makes a valuable contribution to a more sustainable world:

TeamViewer connects people millions of times each day with private applications to help others worldwide free of charge. TeamViewer helps businesses and their workforces employ flexible work models to achieve a better work-life balance. TeamViewer's solutions enable millions of corporate customers and free users to maintain or increase their productivity despite physical distance. TeamViewer enables users to reduce climate-damaging greenhouse gas emissions by avoiding travel.

TeamViewer respects Human Rights and Environmental Protection as a fundamental component of Responsible Corporate Governance. With this Declaration of Principles, TeamViewer explicitly commits to contribute to environmental protection, uphold human rights, respect employee rights, as well as their representatives. These Principles are adopted jointly by corporate management and are binding for all entities of TeamViewer SE.



TeamViewer is committed to complying with global standards of responsible corporate governance. In addition to the recommendations of the German Corporate Governance Code (GCGC), this commitment includes the UN Global Compact. TeamViewer places a special focus on diversity and equal opportunities, as well as on the promotion of women in executive positions. For this reason, and as an extension of its previous UN commitments, TeamViewer joined the UN Women Empowerment Principles (WEPs) program in 2021.

## 2 Areas of Action

As a leading global connectivity platform, TeamViewer relentlessly focuses on secure and reliable remote access and support, monitoring, and collaboration solutions, continuously removing technological and geographical barriers globally. We are proud that TeamViewer solutions serve as essential tools for companies in fulfilling their goal of reducing GHG emissions by reducing travel needs.

Having deep aspirations to contribute to the fulfilment of the **UN Sustainable Development Goals** for the sake of securing a better future for current and following generations, we confirm that TeamViewer supports the **Ten Principles of the United Nations Global Compact** and human rights, labour, environment, and anti-corruption. We are committed to making the UN Global Compact and its principles part of the strategy, culture and day-to-day operations of our company, and engage in collaborative projects which advance the broader development goals of the United Nations.

### 2.1 Human Rights and Labour Standards

TeamViewer is committed to ensuring that human rights are not violated in its own operations, throughout its value chain, or by its products. TeamViewer respects the international standards for protecting human rights and is committed to observing these standards within its scope of influence. The provision to this effect are set out in our Code of Conduct and Code of Conduct for Suppliers and Business Partners, which must be recognized by all employees, suppliers and other business partners. TeamViewer expects its suppliers to accept and comply with the Supplier Code of Conduct. At the same time, they are asked to pass on this expectation to their suppliers and business partners.

To fully meet its commitments, TeamViewer adheres to the human rights standards highlighted in

- the United Universal Declaration of Human Rights (UDHR),
- the European Convention for the Protection of Human Rights and Fundamental Freedoms,
- the International Labor Organization (ILO) Declaration on Fundamental Principles and Rights at Work.

Moreover, TeamViewer acknowledges the importance of labour standards to ensure ethical business practices and human rights. Labour standards, which encompass a range of principles and guidelines are anchored in TeamViewer's strategy and embody the essence of social responsibility, respect for human dignity and the empowerment of workers. TeamViewer is able to promote sustainable development, equality and justice, and by setting the benchmark for acceptable working conditions.

TeamViewer's Code of Conduct formalizes these beliefs and commitments and applies them internally, globally, and to all entities and employees. The Code of Conduct reflects the existing guidelines ensuring a basic standard of business conduct, which is intended to prevent potential human rights violations. TeamViewer has several functions tasked with performing ongoing due diligence on human rights. This helps to identify and if possible, prevent human rights violations in the Company and the value chain, facilitate the reporting of risks and actual

violations, terminate potentially negative human rights impact of business activities and provide reparations where appropriate.

TeamViewer's [whistleblowing & reporting channel](#) Speak Up! is in place to allow for the anonymous reporting of potential human rights violations, among other things.

## **Abolition of Child Labour**

TeamViewer strongly condemns any form of child labour in accordance with the relevant ILO. All employment practices of the company are aligned with the aforementioned ILO conventions.

We advocate for ensuring that children's development is not hindered. We believe that all children should have the right to grow up in a safe environment, receive an education and enjoy their childhood, their dignity is respected, and their safety and health should be protected through appropriate measures.

## **Abolition of Forced Labour**

TeamViewer staunchly opposes forced labour as well as any form of slavery, including contemporary forms of slavery, human trafficking including forms such as physical coercion, debt bondage and deceptive recruitment practices. Employment relationships adhere at minimum to the ILO Core labour standards and are always based on voluntary engagement.

TeamViewer's recruitment processes are transparent, fair, and free from coercion. We actively promote a work environment where workers feel comfortable speaking up about any issues. All employment relationships may be terminated with due notice, in compliance with an appropriate notice period.

## **Equality and Non-Discrimination**

We are very proud of our diverse workforce originating from a broad range in age, gender, ethnical and social background, family status, gender identity and sexual orientation, national origin, political and religious beliefs, physical, mental and sensitive medical conditions. Diversity is celebrated and appreciated as part of the company's beliefs.

TeamViewer respects international standards protecting human rights and is committed to their observance within its scope of influence.

As per the Code of Conduct, fair & equal treatment, no discrimination and no harassment are key principles of the way TeamViewer wants to interact with each other, internally and externally.

## **Safety at Work**

TeamViewer's employees are its most valuable asset and need to be protected by placing a high priority on health & safety measures. We act in accordance with the applicable statutory and international and local standards regarding occupational health, especially the core conventions of the International Labor Organization (ILO). TeamViewer applies the principle of equal treatment in all recruitment activities and grants equal remuneration for all genders. Furthermore, we use inclusive language in our job advertisements and provide training on equal treatment and inclusivity to the managers involved in recruitment processes.

## **Freedom of Association, the Right to Collective Bargaining and the Right to Strike**

TeamViewer recognizes the right of workers to freely organize in unions and establish collective initiatives and associations. We will not take discriminatory actions against workers exercising this right. TeamViewer believes in the power of collective action and understands the importance of empowering workers to express their voices

and concerns. The company understands that empowerment leads to improved working conditions and relationships and a more productive work environment.

## **Fair Compensation**

TeamViewer commits to ensuring that all workers are fairly compensated and receive adequate remuneration. We promote transparent remuneration practices and ensure that living wages are paid fairly. For salaries, TeamViewer defined clear criteria including factors such as job responsibilities, skills, experience, market standards, as well as costs of living and inflation rates.

Compensation at TeamViewer emphasizes equality and non-discrimination. Aspects such as gender, ethnicity and other characteristics are not involved in decision making. In addition to providing equal pay for new hires, TeamViewer is also committed to reviewing and achieving gender pay equality annually.

## **Education and Training**

TeamViewer believes that education is a fundamental right, a catalyst for positive change and part of personal development. TeamViewer supports training programs that empower workers with a practical skill-set relevant to their responsibilities. This approach not only enhances employability but also contributes to sustainable livelihoods, removes barriers and also aligns with our aspiration to create a workforce that is adaptable in the face of a changing world.

TeamViewer only stand to benefit from the academic and innovative efforts of schools and universities, which is why we make a conscious effort to support educational systems that strive to advance society through research and learning. We support several projects dedicated to the promotion of technology degree programs and, most importantly, the promotion of women. This commitment encompasses all our social responsibility pillars: Technology, Education, Local Engagement and Diversity.

## **Health and Safety**

TeamViewer recognizes the importance of employee health as a key part of corporate longevity and sustainable employment. Our employees are generally not faced with frequent or severe occupational health and safety issues originating from heavy industry, but still jobs at TeamViewer are intellectually demanding and they work in a constantly changing business environment that requires considerable flexibility and agility. Ergonomic and safe workplaces and stress management, therefore, are typical health & safety management topics addressed in this policy. We also sponsor amateur sports activities in a variety of ways, combining the health of our employees with local social commitment.

## **2.2 Environmental Protection**

TeamViewer is committed to making a positive contribution to society and the environment as a company, employer, and product and solution provider. Thereby, the company aims to act as a local, national and international role model working in a sustainable and resource-conserving manner, guided by the principles of proper corporate governance.

TeamViewer is aware of its corporate responsibility and intends to continue to make a decisive contribution to overcoming the climate crisis. As part of its climate strategy, the Company is pursuing its goal of becoming climate neutral. Additional internally defined measures are also intended to contribute to cutting CO<sub>2</sub> emissions. On the way to achieving this, TeamViewer has transitioned to renewable energy for all of its operations and product infrastructure. As such, TeamViewer's customers have been receiving the Company's services from 100% "green" servers. Further measures include increasing product efficiency by reducing data intensity, emission-efficient business travel through rail travel and use of public transportation, and a hybrid work model

to reduce work-related commuting. TeamViewer underlines its sustainability ambitions by recognizing the Sustainable Development Goals (SDGs) and joining the Science-based Targets Initiative (SBTi).

Climate education is also seen as a key factor influencing future improvements, which is why projects to promote climate education are supported annually in coordination with the TeamViewer framework on social responsibility (see the chapter “Social responsibility”). We also train our employees internally to teach resource-conserving behavior.

### 3 Implementation of Human Rights and Environmental Due Diligence

During the implementation, the interests of our employees as well as other shareholders who may be affected have been considered. Our assessment is risk-based and systematic. TeamViewer has implemented mitigation measures and monitoring processes to observe compliance with human rights and environmental standards. Our risk assessment is continuously reviewed and developed.

#### 3.1 Risk Management

The opportunities and risk assessment associated with sustainability topics at TeamViewer are derived from the company-wide opportunity and risk management as well as the materiality analysis of non-financial topics.

As the climate crisis continues to progress and environmental and climate concerns are incorporated into the Company’s own opportunity and risk management, climate protection has taken on special significance for TeamViewer.

TeamViewer has implemented a risk management system as part of the due diligence obligations of the Act on Corporate Due Diligence Obligations in Supply Chains in order to anchor appropriate measures in all relevant business processes.



- **Risk Assessments and analyses** are conducted to identify potential risks associated with our operations, including environmental impacts, labour practices, human rights, and ethical business conduct. The assessment is regularly updated to stay aligned with Governance standards.
- **Preventive Measures** are implemented to proactively prevent the occurrence of risks by developing policies, guidelines and best practices that align with standard markets. Further preventive measures include ethical sourcing, sustainable practices, diversity and inclusion initiatives and fair labour practices.
- When **Detecting Violations** against human rights or environmental standards, TeamViewer investigates the nature and scope of violations and takes appropriate action.
- Employees, partners, and other stakeholders are encouraged to Report violations against human rights and environmental standards. TeamViewer has implemented Speak Up!, a **Whistleblowing & reporting channel** that allows anonymous complaints and reports in a secure way.
- TeamViewer maintains an **Ongoing Monitoring** system which assesses the efficiency of preventive measures and identifies emerging risks.
- Part of our Risk Management Systems includes transparent and regular **Reporting** to the Management Board and Supervisory Board focusing on detailed risk factors and mitigation measures, financial matters, and strategy.

## 3.2 Contribution to the Society

For TeamViewer, corporate responsibility in all areas of sustainability is of central importance, but particularly in relation to the topics of climate protection and equal opportunity. The deep anchoring of these topics in TeamViewer's sustainability management has been ensured through targeted measures and a separate sustainability budget to finance Group-wide sustainability efforts. The measures implemented include the c-a-r-r-e sustainability program, the 2025 climate neutrality goal, the monitoring of sustainability management by the Supervisory Board and Audit Committee, and pledging our commitment to the UNWEPs program as well as to the Science-Based Targets Initiative (SBTi.)

As part of its global sustainability program c-a-r-r-e (climate neutrality, access to technology, reduced emissions, equality), TeamViewer has set specific targets and measures that contribute to the Group's sustainability efforts. TeamViewer divides its corporate responsibility and sustainability efforts into three levels of responsibility: **E** – Environmental, **S** – Social (social issues), **G** – Governance.

Our employees are actively involved in the development and implementation of sustainability measures to achieve the set goals through their participation in internal company workshops. Around 390 employees participated in the first workshops. Four working groups were formed and have already been actively involved in sustainability efforts through their first specific actions:

### Female Empowerment (promotion of women)

This group is dedicated to the visibility and targeted promotion and networking of women at TeamViewer. It addresses not only the topic of women in leadership positions but also other topics. The group's first step is to create more visibility for women at the Company and provide information about different career paths through various internal and external campaigns. One of these campaigns is the interview series "She Leads", which portrays different women in leadership positions at TeamViewer. The group is also planning campaigns and



events to raise awareness of the problem of unconscious bias, especially in relation to gender. Other plans include local and global networking events as well as a mentoring program in cooperation with other work groups.

### **Climate Action (Climate Protection)**

This group is focused on raising awareness of climate change issues and how each employee and TeamViewer as a company can behave in a more sustainable way. It is planning awareness-raising campaigns on energy saving, recycling and the use of resources. The group initiates and organizes TeamViewer Clean-Up Events. The majority of TeamViewer sites participated, with employees taking time out to collect and remove trash and litter around the offices.

### **LGBTQIA+ (Lesbian, Gay, Bisexual, Transgender, Queer, Inter, Asexual, +)**

The aim of the group is to promote an inclusive workplace for employees from the LGBTQIA+ community. The group launches internal and external visibility campaign around “Pride Month” (traditionally celebrated in the LGBTQIA+ community with campaigns, marches, celebrations, etc. to honour the LGBTQIA+ movement). The group organized TeamViewer’s participation in an audit conducted by an external service provider to evaluate the current status of various LGBTQIA+ issues at TeamViewer. It also organizes various local events related to “Pride Office Day”. The group acts as a point of contact for employees from the LGBTQIA+ community with questions and uncertainties, which has evolved into the initial idea for a mentoring program in cooperation with the Female Empowerment group.

### **Parents @TeamViewer**

This group is primarily concerned with the issue of reconciling family and work. Its goal is to identify initiatives that improve the workplace environment for parents and contribute to more flexibility. The group is specifically aimed at fathers and mothers and therefore differentiates itself from the Female Empowerment group in terms of content. The group is planning visibility campaigns on parenthood and work, a survey on childcare options and possible solutions at the various locations, networking events for parents and children, improved onboarding after parental leave, and participation in the mentoring program described above.

## **4 Leadership Commitment**

As we embark on our journey of creating a world that works better for customers, society, partners, users, employees and other stakeholders, we must uphold fundamental human rights principles and environmentally friendly practices. We recognize that as a global technology leader, we have a profound impact on the societies and communities in which we operate. With this influence comes a responsibility to ensure that our actions and decisions align with the highest ethical standards and respect for human dignity and environmental protection.

Our Declaration of Principles on Human Rights serves as a testament to our dedication to protecting and promoting human rights and the environment within our organization and across the broader world.

It is clear to us that the only way forward is to lead sustainable business practices where human and environmental rights are taken into consideration for decision making.

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