TeamViewer

# Supplier Code of Conduct

August 2026

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# 1 Purpose



TeamViewer is a leading global connectivity platform with a clear mission to connect anyone, anything, anywhere, anytime. We see this success as a great privilege as well as a great responsibility; a responsibility towards our customers, partners, suppliers, employees, and shareholders.

Integrity, transparency, and compliance with applicable laws and regulations should always guide decision-making to further shape our reputation as a trusted business partner.

TeamViewer expects its suppliers and other business partners, including contractors, consultants and sales partners (hereinafter "suppliers and other business partners"), to commit to the high standards of ethical business conduct defined in this Supplier Code of Conduct.

All business activities, directly or indirectly, performed for, or on behalf of TeamViewer, must follow the principles set forth in this document as well as all applicable local and international laws, rules, and regulations.

These principles and standards are reflected in the following frameworks and regulations:

- TeamViewer Code of Conduct
- United Nations Global Compact
- Universal Declaration of Human Rights
- United Nations Guiding Principles on Business and Human Rights (UNGPs)
- OECD Guidelines for Multinational Enterprises on Responsible Business Conduct
- German Supply Chain Due Diligence Act (LkSG)
- International Labor Organization (ILO)
- Minamata Convention on Mercury
- Conflict Minerals Regulation
- Stockholm Convention on Persistent Organic Pollutants
- Basel Convention

TeamViewer expects its suppliers and other business partners to uphold the standards covered in this document, make reasonable efforts to disclose information relevant to these standards, and uphold similar standards throughout their supply chain.

# 2 Social Standards and Respect for Human Rights

**Respect for Human Rights**

TeamViewer expects its suppliers and other business partners to comply with internationally recognized human rights and labor rights standards as well as applicable local laws and regulations. This includes, in particular, the principles of the United Nations Global Compact and the protected legal positions and corresponding obligations applicable to TeamViewer and its suppliers and other business partners under the German Supply Chain Due Diligence Act (Lieferkettensorgfaltspflichtengesetz).

Suppliers and other business partners are expected to establish risk-based due diligence processes appropriate to the size, nature and risk profile of their business to identify, prevent, mitigate and remediate adverse human rights impacts within their own operations and supply chains.

**Prohibition of Child Labor, Forced Labor and Compulsory Labor**

In accordance with the conventions of the International Labor Organization (ILO), TeamViewer expects its suppliers and other business partners not to tolerate child labor, forced labor, or any other form of compulsory labor. "Child" refers to any employed person under the age of 15 or 14 where permitted by applicable local law. Additionally, no workers must be employed under the age of 18 to perform hazardous work.

**Zero Tolerance for Discrimination and Harassment**

TeamViewer is committed to fostering a diverse, inclusive and respectful workplace. Suppliers and other business partners must not engage in any form of discrimination based on age, gender, race, ethnic background, marital status, sexual orientation, gender identity, national origin, religious beliefs or health condition and must provide a work environment free from harassment. Promoting equal opportunities and respectful treatment is expected.

**Transparency on Working Hours, Wages & Other Benefits for Employees**

TeamViewer expects its suppliers and other business partners to comply with the applicable national and global laws on working hours. All wages and other benefits of employees must be paid in a timely manner and in accordance with current applicable laws. Employees must receive contracts stating working hours and compensation. TeamViewer encourages its suppliers and other business partners to disclose relevant labor-related information, such as working hours, wages and benefits, as part of their corporate responsibility reporting.

**Freedom of Association and the Right to Collective Bargaining**

Open communication across all levels and functions is the most effective way to resolve workplace issues. Suppliers and other business partners must respect the rights of employees to associate freely, join or not join labor unions, seek representation, or join workers' councils in accordance with local laws. Employees should be able to communicate openly with the management regarding working conditions without fear of retaliation.

**Health and Safety**

TeamViewer places high priority on health and safety. Suppliers and other business partners are expected to provide safe and healthy working environments for their employees and to comply with applicable occupational health and safety laws, regulations and standards. This includes, where applicable, internationally recognized labor standards of the International Labor Organization (ILO) and the basic principles of ISO 45001.

# 3 Good (Corporate) Governance Standards

**Countering Bribery and Corruption**

In accordance with the principles of the UN Global Compact, TeamViewer does not tolerate and does not directly or indirectly engage in any form of corruption or bribery and expects its suppliers and other business partners to act accordingly. In particular, suppliers and other business partners must refrain from granting, offering or promising anything of value in order to obtain an improper advantage. This includes renouncing giving or accepting improper facilitation payments. Special care must be taken when dealing with government officials. TeamViewer emphasizes ethical business practices, and requests suppliers and other business partners to implement recognized anti-bribery systems to strengthen the commitment and to prevent corruption and to ensure a structured approach and to manage bribery risks.

**Avoiding Conflict of Interest**

TeamViewer expects its suppliers and other business partners to conduct themselves in an ethical and professional manner and to refrain from any action that may be considered an actual or potential conflict of interest. In case such conflicts arise between suppliers or other business partners and TeamViewer, any of these must be eliminated and reported to TeamViewer.

**Complying with Antitrust and Fair Competition Laws**

Antitrust and fair competition laws are designed to protect consumers and competitors against unfair business practices and promote and protect healthy competition. TeamViewer expects its suppliers and other business partners to compete fairly and comply with all applicable antitrust laws.

**Fighting Money Laundering, Terrorist Financing and Complying with Trade Controls**

TeamViewer takes anti-money laundering laws very seriously. Our suppliers and other business partners must refrain from any form of money laundering or terrorist financing activities. Sales distribution partners and resellers in particular must follow global trade control and sanctions regulations in order not to engage with sanctioned companies or individuals in the name of TeamViewer.

**Information Security, Data Protection and Confidentiality**

Suppliers and other business partners must protect confidential, proprietary, personal and security-relevant information against unauthorized access, disclosure, alteration, destruction or misuse.

Suppliers and other business partners must comply with applicable privacy, data protection, information security and cybersecurity laws, regulations and contractual requirements.

Appropriate technical and organizational measures shall be implemented to safeguard TeamViewer information and personal data.

Any actual or suspected security incident, cybersecurity breach or unauthorized disclosure affecting TeamViewer data or systems must be reported without undue delay.

**Responsible Use of Artificial Intelligence (AI)**

TeamViewer recognizes the opportunities and risks associated with the development and use of Artificial Intelligence ("AI"), including machine learning systems, generative AI solutions and automated decision-making technologies.

Suppliers and other business partners shall ensure that any development, deployment or use of AI systems in connection with goods or services provided to TeamViewer is lawful, secure, ethical and aligned with recognized responsible AI principles. Appropriate governance, human oversight and safeguards must be implemented to protect confidential information, personal data and intellectual property and to prevent discriminatory, harmful or misleading outcomes.

# 4 Environmental Standards

Suppliers and other business partners must comply with applicable environmental laws and are encouraged to adopt recognized best practices in environmental management. Where appropriate, progress should be monitored through regular reviews, audits or self-declarations. Suppliers and other business partners are encouraged to implement an Environmental Management System and are expected to make continuous efforts to reduce their environmental impact.

# 5 Audit

TeamViewer trusts its suppliers and other business partners to comply with the standards set out in this Supplier Code of Conduct. At the same time, TeamViewer is required by law (in particular by the German Supply Chain Act) to verify compliance with the standards and obligations of the suppliers and other business partners with regard to human rights and environmental risks and to request the necessary information for this purpose. In the event of indications of possible non-compliance with the requirements mentioned in this document, TeamViewer may at any time, with reasonable notice, request evidence demonstrating compliance with this Supplier Code of Conduct, including policies, certifications, training records, risk assessments, sustainability information, security controls and, where applicable, information relating to the supplier's use of AI.

# 6 Whistleblowing and Supply Chain Reporting

TeamViewer expects all suppliers and other business partners to promptly report any suspected misconduct, violations of laws or regulations, non-compliance with this Code of Conduct for Suppliers and Business Partners, or violations of human rights or environmental obligations within the supply chain.

Suppliers and other business partners may choose the following options:

- Contact their respective TeamViewer business representatives
- Reach out via TeamViewer whistleblowing & reporting channel (Speak Up!)
- Get in touch via email at compliance@teamviewer.com

Suppliers and other business partners must not retaliate against any person who raises a concern in good faith or participates in an investigation related to actual or suspected violations of this Supplier Code of Conduct.

# 7 Self-Declaration

1. The supplier or other business partner has received, read, and understood TeamViewer's Supplier Code of Conduct.

2. By signing this self-declaration, the supplier or other business partner, in addition to any existing contractual obligations, commits to comply with the principles and requirements set forth in TeamViewer's Supplier Code of Conduct.

3. The supplier or other business partner confirms that it has implemented, or will implement, appropriate measures to comply with the principles and requirements set forth in TeamViewer's Supplier Code of Conduct.

_____
Supplier / Business Partner Company Name

_____
Location, Date

_____
Name (printed letters)

_____
Signature