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# CODE OF ETICHS

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Revisione 1

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## **1. INTRODUCTION**

### **1.1. Purpose and Recipients**

This Code of Ethics (hereinafter referred to as the Code) is a public statement by DATAMATIC S.p.a. (hereinafter referred to as DATAMATIC), outlining the general principles and behavioral rules recognized as having positive ethical value. It also serves as a tool through which DATAMATIC, in fulfilling its mission, commits to contributing, in accordance with laws and principles of fairness and integrity, to the socio-economic development of the territory.

This Code aims to ethically guide the actions of DATAMATIC, and its provisions are binding on the behaviors of all administrators, executives, employees, consultants, and anyone establishing a collaborative relationship with DATAMATIC, in any capacity.

Despite normative, economic, social, and cultural differences, the Code also applies to activities carried out by DATAMATIC outside the national territory.

The Code is widely disseminated internally by posting in a location accessible to all, and it is made available to anyone in contact with DATAMATIC.

The Code is externally disseminated widely through publication on the company's website to be accessible to everyone at all times.

DATAMATIC also commits to enforcing compliance with the provisions of this Code in all economic relationships it establishes.

### **1.2. Relationship with Stakeholders**

The Code aims, in particular, to guide the conduct of DATAMATIC towards cooperation and trust with stakeholders—those individuals, groups, and institutions whose contribution is necessary for the realization of the mission and/or whose interests are directly or indirectly influenced by DATAMATIC's activities.

### **1.3. Value of Reputation and Credibility**

Reputation and credibility are fundamental intangible assets. T

he good reputation and credibility of DATAMATIC foster relationships with institutions, external funding, customer loyalty, human resource development, and the correctness and reliability of suppliers.

### **1.4. Code Contents**

The Code comprises:

- General ethical principles identifying reference values in DATAMATIC's activities;
- Conduct criteria towards each stakeholder, providing guidelines and rules that the Code's recipients must adhere to;

- Implementation mechanisms outlining the control system for the correct application of the Code and its continuous improvement.

### **1.5. Contract Value of the Code**

Compliance with the Code's rules should be considered an essential part of the contractual obligations of DATAMATIC employees, pursuant to and for the effects of Articles 2104, 2105, and 2106 of the Civil Code.

Serious and persistent violations of the Code's rules undermine the trust relationship established with DATAMATIC and may lead to disciplinary and compensatory actions, while respecting the procedures outlined in Article 7 of Law 300/1970 (Workers' Statute) and collective labor agreements for employed workers.

### **1.6. Code Updates**

By resolution of the General Management, the Code can be modified and supplemented, also based on suggestions and indications from internal personnel and/or stakeholders.



## **2. GENERAL PRINCIPLES**

### **2.1. Responsibility towards the Community**

In fulfilling the mission, the behaviors of all recipients of this Code must be guided by the ethics of responsibility.

DATAMATIC considers the observance of laws and regulations in force in Italy and all countries where it operates or may operate as an essential principle, along with respect for the democratic order established therein. Code recipients are obliged to comply with current regulations.

Pursuing or realizing DATAMATIC's interest in violation of laws is not allowed under any circumstances. DATAMATIC commits to providing interested parties with an adequate program of information and continuous training on the Code.

### **2.2. Trasparency**

The principle of transparency is based on the truthfulness, accuracy, and completeness of information both externally and internally within DATAMATIC.

The complaint verification and resolution system implemented for customers and consumers should ensure that information is provided through constant and timely communication, both verbal and written.

In formulating contracts, DATAMATIC develops clauses clearly and comprehensibly, always ensuring the maintenance of parity without favoring any interest group or individual.

### **2.3. Legality and Fairness**

The principle of Legality and Fairness implies respect for rights, including aspects of privacy and opportunities, as well as compliance with current national and international norms, laws, directives, and regulations aimed at protecting the individual personality of all individuals involved in their work and professional activities.

It is also considered that decisions and behaviors must always be appropriate and aligned with the care of the public interest entrusted to us.

This requires the elimination of any discrimination and any potential conflict of interest between employees and DATAMATIC.

#### **2.4. Honesty**

The moral transparency of individuals is synonymous with honesty, and DATAMATIC expects this from its personnel and all collaborators it relies on, ensuring that the product or service offered corresponds to what is genuinely expected by the client.

In case of discrepancies, to the detriment of the client or supplier, DATAMATIC must report the event to its disadvantage so that the anomaly in its favor can be rectified in the relationship.

#### **2.5. Efficiency**

The principle of efficiency requires that in every work activity, the cost-effectiveness of managing resources used in service delivery is achieved, and a commitment is made to offer a service that meets the needs of the customer and consumer, according to the highest standards.

#### **2.6. Spirit of Service**

The principle of the spirit of service implies that each recipient of the Code is always oriented, in their behaviors, towards sharing the mission of providing a high-value service for the benefit of the community. The community should always benefit from the best quality standards.

#### **2.7. Competition**

DATAMATIC aims to develop the value of competition by adopting principles of fairness, fair competition, and transparency towards all operators in the market.

#### **2.8. Relations with the Community and Environmental Protection**

DATAMATIC is aware of the impact of its activities on the socio-economic development and quality of life in the reference area. Therefore, in carrying out its activities, it commits to safeguarding the surrounding environment and contributing to the sustainable development of the territory to enhance its reputation and legitimacy to operate.

#### **2.9. Enhancement of Human Resources**

Human resources are a fundamental factor for the development of DATAMATIC, and their professional growth is protected and promoted to increase the wealth of skills possessed.

### **3. SYSTEM OF GOVERNANCE**

The governance system adopted by DATAMATIC complies with current regulations and aligns with authoritative guidelines and best practices.

It aims to ensure maximum and balanced collaboration among its components through a harmonious blend of different management, directional, and control roles.

This system is oriented towards ensuring responsible and transparent leadership, with the perspective of creating value and pursuing social and environmental goals defined in agreement with local authorities.

Members of DATAMATIC's top management must align their activities with principles of fairness and integrity, refraining from acting in situations of conflict of interest within the scope of their activities at DATAMATIC.

They are also required to follow the principles of autonomy, independence, and respect for the guidelines provided by DATAMATIC in their interactions on behalf of the organization with public institutions and any private entities.

### **4. INTERNAL CONTROL SYSTEM**

In compliance with current regulations and in the perspective of planning and managing activities focused on efficiency, fairness, transparency, and quality, DATAMATIC adopts organizational and management measures to prevent illicit behaviors or actions contrary to the rules of this Code by any individual acting for DATAMATIC.

In terms of internal control, DATAMATIC implements a system to verify the accurate application of organizational and management procedures, compliance with internal and external regulations, and the adequacy of accounting principles and entries.

Specialized roles within the company periodically verify the adequacy and effective functioning of the internal control system and take necessary interventions to ensure its optimal operation.

### **5. EMPLOYEE RELATIONS**

#### **5.1. Employee Relations**

DATAMATIC recognizes the value of human resources, respects their autonomy, and acknowledges the importance of their participation in activities. Discrimination based on race, gender, nationality, religion, language, union membership, or politics is strictly prohibited in hiring, compensation, promotions, or dismissals, as well as any form of favoritism.

#### **5.2. Health and Safety**

DATAMATIC commits to protecting the moral and physical integrity of its employees, consultants, and clients. Safety includes preliminary verification and/or monitoring of requirements related to the use of equipment that could compromise the safety of others.

DATAMATIC promotes responsible and safe behaviors and adopts all necessary safety measures required by technological developments to ensure a safe and healthy working and/or selling environment, in full compliance with the relevant legislation.

The general measures for safeguarding the health and safety of workers in the workplace include:

- Assessment of all health and safety risks.
- Planning prevention, aimed at a comprehensive integration of technical conditions and the influence of environmental and organizational factors into prevention.
- Elimination of risks, and where this is not possible, their reduction to a minimum in relation to the knowledge acquired based on technological progress.
- Adherence to ergonomic principles in organizing work, designing workstations, selecting equipment, and defining work and teaching methods, particularly to reduce the health effects of monotonous and repetitive work.
- Substitution of what is dangerous with what is not, or is less dangerous.
- Minimal limitation of the number of workers who are, or may be, exposed to risk.
- Limited use of chemical, physical, and biological agents in the workplace.
- Priority of collective protection measures over individual protective measures.
- Health monitoring of workers.
- Removal of the worker from exposure to risk for health reasons related to their person and reassignment, where possible, to another task.
- Adequate information and training for workers, managers, and supervisors, as well as worker safety representatives.
- Appropriate instructions for workers.
- Participation and consultation of workers and their safety representatives.
- Planning of measures deemed appropriate to continuously improve safety levels over time, including the adoption of best practices.
- Emergency measures to be implemented in case of first aid, fire fighting, evacuation of workers/customers, and serious and immediate danger.
- Use of warning and safety signs.
- Regular maintenance of environments, equipment, and plants, with particular attention to safety devices in accordance with the manufacturers' instructions.

### **5.3. Personal Protection**

DATAMATIC commits to ensuring the necessary conditions for a collaborative and non-hostile work environment and preventing any discriminatory behaviors. Cooperation from all individuals is essential to maintaining a climate of mutual respect for each person's dignity, honor, and reputation.

### **5.4. Personnel Selection (Employees and Collaborators)**

The selection of personnel is subject to the verification of candidates' full compliance with the required professional profiles, in accordance with applicable laws and equal opportunity principles.

### **5.5. Forms of Collaborations**



The hiring of personnel is based on regular employment contracts, and any form of non-compliant or evasive employment relationships is not allowed.

Contracts with external collaborators (consultants, collaborators, etc.) are subject to the same basic rules to ensure complete transparency and legality in the relationship between the parties.

#### **5.6. Duties of Personnel/Collaborators**

Personnel must adhere to the obligations outlined in this Code, conducting their tasks in accordance with the law and aligning their behavior with principles of integrity, fairness, loyalty, and good faith.

#### **5.7. Additional Duties. Accounting Records and Registrations**

Those responsible for maintaining company accounting records must do so accurately, completely, truthfully, and transparently, allowing verifications by authorized parties.

Any discrepancies, errors, or falsifications must be reported promptly to the respective supervisor.

#### **5.8. Conflict of Interest**

Employees must maintain a position of autonomy and integrity to avoid making decisions or engaging in activities in situations, even apparent ones, of conflicts of interest regarding DATAMATIC's activities.

Any situation of conflict of interest, real or potential, must be communicated in advance to the supervisor.

#### **5.9. Office Available Assets**

Employees are personally responsible for protecting and legitimately using assets entrusted to them for their functions/activities.

DATAMATIC adopts measures to prevent misuse of these assets.

#### **5.10. Use of Computer System**

Employees are responsible for the security of the computer systems they use, adhering to current legislative provisions and license agreements.

Unauthorized use of network connections for purposes other than work-related activities or sending offensive messages is considered improper use.

#### **5.11. Gifts and Other Benefits**

Employees are not allowed to request or accept gifts or other benefits, except those of modest value or in line with normal commercial and courtesy practices.

Offering gifts or benefits to individuals from whom favorable treatment may be derived in DATAMATIC's activities is also prohibited.

#### **5.12. Confidentially Protection**

DATAMATIC protects the privacy of its employees, committing to not disclose personal data without the individual's prior consent, except as required by law.

### **5.13. Confidentiality and Information Management**

Employees are required to maintain the confidentiality of information learned in the course of their duties, even after the termination of employment, ensuring compliance with privacy regulations.

### **5.14. Obligations of Information**

All employees/collaborators must promptly and confidentially report to their functional supervisor any information related to violations of legal norms, the Code, or other company provisions that may, in any way, involve DATAMATIC.

### **5.15. Duties of Collaborators**

The provisions mentioned above are extended to all potential collaborators, consultants, agents, and proxies of DATAMATIC where not explicitly mentioned.

## **6. CUSTOMER AND CONSUMER RELATIONS**

### **6.1. Equality and Impartiality**

DATAMATIC is committed to satisfying its customers in compliance with the obligations set by contracts and any agreements.

DATAMATIC also commits to not discriminate against its customers.

It establishes a relationship with customers and consumers characterized by high professionalism, marked by availability, respect, courtesy, and the offer of maximum cooperation.

### **6.2. Contracts and Communications**

Contracts and communications with clients must be:

- Clear, simple, and formulated in language as close as possible to that of customers;
- In compliance with current regulations and authorities' guidelines.

DATAMATIC undertakes to promptly and appropriately communicate any information related to changes or variations in the service provision or product characteristics.

### **6.3. Quality and Customer Satisfaction**

DATAMATIC commits to ensuring the achievement of the prescribed quality and safety standards and periodically monitoring the quality of the provided service.

### **6.4. Interaction with Customers**

DATAMATIC commits to promoting interaction with customers by managing and promptly resolving any complaints and using appropriate communication systems.

DATAMATIC rejects litigation as a means to obtain undue advantages and resorts to it only when its legitimate claims are not satisfactorily addressed by the counterparty.

To systematically listen to the customer, DATAMATIC conducts periodic customer satisfaction surveys as a source of information to verify service improvement objectives.

DATAMATIC protects the privacy of its customers, following current regulations, and commits not to disclose their personal, economic, and consumption-related data, except for legal obligations.

### **6.5 Trade Compliance**

DATAMATIC commits to fully respect all applicable laws and sanctions regarding export control in the sectors where the Company operates. This includes EU regulations (CE) No. 428/2009, "US Export Administration Regulations – EAR," the "International Traffic Arms regulations - ITAR," sanctions under the administrative regulations of the U.S. Department of the Treasury, Office of Foreign Assets Control ("OFAC"), as well as any other applicable export control laws.

DATAMATIC does not engage in relationships with entities that may be involved in illicit or criminal activities. Before establishing relationships or contracts with customers and other partners, DATAMATIC's Trade Compliance Team conducts checks on the moral integrity of the counterparty.

Specifically, DATAMATIC expressly prohibits engaging with individuals listed by national and international Public Authorities in the fight against organized crime, terrorism, and money laundering. Violation of these regulations and engagement in behaviors prohibited by them are both illegal and contrary to DATAMATIC's adopted principles and may result in severe criminal and civil penalties for those involved and for DATAMATIC.

All DATAMATIC personnel must strictly adhere to the requirements contained in the export control and economic sanctions procedures. In case of questions or doubts regarding this issue, please refer to the Trade Compliance Manager.

### **6.6 Relationships with Politically Exposed Persons (PEP)**

DATAMATIC transparently and ethically manages relationships with politically exposed persons (PEP) to prevent situations of corruption, conflict of interest, or improper behavior.

Business partners are required to communicate the presence of PEP within their organization and any relationships with external PEP.

The information provided will be treated with the utmost confidentiality and used exclusively for compliance assessment and risk management purposes, without disclosure unless required by laws or regulations.

DATAMATIC personnel are trained to recognize politically exposed persons, and before establishing or maintaining business relationships with a PEP, a risk assessment for corruption and conflict of interest is conducted.

DATAMATIC applies prohibitions and limitations to transactions or relationships with PEP that pose a significant risk of corruption or conflict of interest.

Every employee is required to promptly report any violations of this policy, which will be managed in accordance with company procedures, including any corrective and disciplinary actions.

## **7. PARTICIPATION IN TENDERS AND RELATIONSHIP WITH CLIENTS**

### **7.1. Participation in Competitive Comparison Procedures**

When participating in competitive comparison procedures, DATAMATIC carefully evaluates the appropriateness and feasibility of the required services, with particular attention to regulatory, technical, and economic conditions. DATAMATIC ensures to promptly identify any anomalies, avoiding contractual commitments that may lead to unacceptable compromises on the quality of services, personnel costs, or job safety.

### **7.2. Fairness in Commercial Negotiations**

In dealings with clients, DATAMATIC ensures fairness and clarity in commercial negotiations and the assumption of contractual obligations, as well as the faithful and diligent fulfillment of these obligations.

## **8. RELATIONSHIPS WITH SUPPLIERS**

### **8.1. Supplier Selection**

The supplier selection process must comply with current regulations and internal procedures.

The choice of a supplier and the purchase of goods and services must respect the law, principles of competition, and equal conditions for bidders based on objective evaluations related to competitiveness, quality, utility, and price of the supply.

In supplier selection, DATAMATIC also considers the ability to implement adequate corporate quality systems, where required, the availability of means and organizational structures, and the ability to fulfill confidentiality obligations.

Any selection procedure must be carried out in compliance with broad competition conditions, and any derogation from this principle must be authorized and justified.

DATAMATIC maintains a supplier list, and the criteria for qualification do not constitute entry barriers.

### **8.2. Trasparency**

Relations with DATAMATIC's suppliers are governed by the rules of this Code and are subject to constant and careful monitoring, including the congruence of the services or goods provided with the agreed compensation.

DATAMATIC establishes appropriate procedures to ensure maximum transparency in the supplier selection and procurement process.

Systems for functional separation between the supply request and contract negotiation activities and an accurate documentation system for the entire selection and procurement process are provided..

### **8.3. Fairness and Diligence in Contract Execution**

DATAMATIC and the supplier must work to build a collaborative relationship based on mutual trust.

DATAMATIC undertakes to provide correct and timely information to the supplier regarding business activities, payment forms, and times, respecting legal norms and the expectations of the counterparty, given the circumstances, negotiations, and contract content.

The fulfillment of contractual obligations by the supplier must comply with the principles of fairness, correctness, diligence, and good faith and must respect current regulations.

### **8.4. Environmental Protection and Ethical Aspects**

DATAMATIC is committed to promoting, in the procurement activities, respect for moral and environmental conditions and ensuring that procurement is carried out in accordance with ethical principles, requiring social relevance requirements for specific supplies and services.

Through specific contractual clauses, DATAMATIC requires suppliers to provide a suitable declaration attesting to their adherence to specific social obligations and their commitment to avoiding offenses against public administration, minors, and environmental disasters attributable to the supplier's business and its employees.

## **9. RELATIONSHIPS WITH LOCAL AUTHORITIES**

DADATAMATIC pursues the objectives indicated by the relevant public institutions and collaborates effectively with the bodies responsible for regulation and control activities.

DATAMATIC pursues these objectives by combining them with its mission and the need for organizational and managerial autonomy inherent in any economic operator.

## **10. RELATIONSHIPS WITH AUTHORITIES**

### **10.1 Integrity and Independence in Relations**

To ensure maximum clarity in institutional relationships, these are maintained exclusively through representatives who have received explicit mandates from DATAMATIC's bodies and who are not in situations of conflict of interest with the representatives of the institutions.

Gifts or acts of courtesy and hospitality towards government representatives, public officials, and public employees are allowed to the extent that their modest value does not compromise the integrity, independence, and reputation of either party. In any case, this type of expenditure must be authorized and adequately documented.

During business negotiations, requests or commercial relationships with the Public Administration should not involve actions, directly or indirectly, that may propose opportunities for employment or commercial advantages resulting in benefits for the employees of the Public Administration or their relatives or affiliates. For this purpose, DATAMATIC commits to:

- Operate without any discrimination through official communication channels with Public Administration representatives;
- Represent its positions and interests transparently, rigorously, and consistently, avoiding collusive attitudes;
- Prohibit the falsification, alteration, or omission of data/information to obtain undue advantages or any other personal benefit;
- In the event that DATAMATIC is represented by a "third" party in relations with the Public Administration, the same directives apply to the consultant and their staff.

## 11. ENVIRONMENT

### 11.1 Environmental Policy

DATAMATIC's environmental policy arises from the desire to pursue a path aimed at sustainability and the awareness that the environment represents a competitive advantage in a market increasingly attentive to service quality.

It is DATAMATIC's commitment to promote scientific and technological development aimed at environmental protection and resource conservation by adopting advanced criteria for safeguarding and energy efficiency in operational management.

DATAMATIC undertakes to manage its activities in full compliance with current regulations on prevention, protection, and waste management.

## 12. RELATIONSHIPS WITH PARTIES, TRADE UNIONS, AND ASSOCIATIONS

DATAMATIC does not contribute in any way to the financing of political and trade union parties, movements, committees, and organizations, their representatives, and candidates, except in cases specified by specific regulations.

### **13. MODALITÀ DI ATTUAZIONE E DI CONTROLLO DEL CODICE**

The Quality Management System and auditors constitute the internal control body responsible for monitoring compliance with this Code.

### **14. PROHIBITED BEHAVIORS**

DATAMATIC, for the correct management of all business activities, undertakes NOT to:

- Adopt behaviors contrary to the law or that may become so.
- Correspond or offer, directly or indirectly, payments or material benefits to public employees to influence or compensate for an act of their office and ensure advantages of any kind.
- Correspond or offer, directly or indirectly, different forms of aid or contributions, payments, or material benefits to public employees/public officials to influence or compensate for an act of their office or to promote or favor their own interests.
- Grant other benefits of any kind to public employees/public officials.
- Use hiring or the remuneration system to grant direct or indirect advantages to public employees/public officials.
- Allow conditions of insecurity for people to arise due to behaviors resulting from the use of prohibited substances, materials, or dangerous equipment.
- Regarding incentive systems, attribute objectives calibrated on performance targets that are essentially unattainable to subjects with spending powers or external relevance delegations.
- Submit untrue statements to the Public Administration.
- Issue purchase requests that do not find confirmation in a specific and justifiable, and that are not authorized based on the delegated powers.
- Recognize compensation to consultants and suppliers that is not justified concerning the type of task to be performed and market prices.

### **15. DISCIPLINARY AND SANCTION SYSTEM**

The definition of an adequate disciplinary system is an essential prerequisite for DATAMATIC to correctly apply an organizational and control model inspired by principles of lawfulness, transparency, and ethics.

Sanctions are applied to any violation of the normative and applicative principles contained in the Code of Ethics, regardless of the commission of an offense and the external consequences caused by non-compliant behavior.

The contestation, the ascertainment of infractions, and the application of disciplinary sanctions are the responsibility of DATAMATIC's governing bodies, respecting the powers conferred, within the limits of delegations and competencies.

Regarding the types of sanctions that can be imposed, it should be noted preliminarily that, in the case of an employment relationship, any sanctioning measure must respect the procedures provided for by Article 7 of the Workers' Statute.

The consolidated reference practice and jurisprudence provide for the extension of the disciplinary system also to business partners, consultants, or other subjects having contractual relationships with DATAMATIC.

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