

ETHICAL CODE of CRAUSS DEVELOPMENT GmbH

Principles and guidelines of professional conduct and data protection

Crauss Development GmbH is a member of the Professional Association of Business Consulting and Information Technology at the Austrian Federal Economic Chamber - which is also the company's legal interests representative. The present Ethical Code represents our values and is more constrictive than the legal provisions and the recommended professional principles and rules of conduct.

“Business Consultants are independent, self-responsible, qualified experts who offer business enterprises, public administrative bodies, public corporations and other - incl. non-commercial institutions - professional consultancy and advisory services. By rendering these services the Business Consultant assumes responsibility not only for the Contracting Party's company but also for the economy in general and must thus undertake a commitment to secure and promote integrity and competence in his/her business activities.”

The following Principles of Business Practice were compiled in the aim of guaranteeing our clients consulting services of the highest standard based on sound professional ethics and moral principles. Our services and conduct within our relations to clients, employees, partners and colleagues as well as all the company's stakeholders are governed by these Principles. We commit to adhere to these Principles in the aim of achieving the highest quality standards within our services and we perceive this as a contribution towards client satisfaction, towards raising the reputation of our profession and towards strengthening the national economy in general.

1. Competency and Diligence

Crauss Development GmbH shall inform its clients (contracting party) of the specific consulting fields in which it has sufficient technical competence. Crauss Development GmbH shall only accept orders if sufficient resources are available and shall exhibit the conscientiousness and diligence of a proper business enterprise when carrying out the stated orders. Crauss Development GmbH shall only offer legally and morally sound, state-of-the-art solutions. Moreover, Crauss Development GmbH shall strive to continuously enhance its know-how, skills, methods and partnerships, to keep up to date and to develop and advance itself as a company.

2. Independence and Respectability

Crauss Development GmbH shall maintain its personal and economic independence and shall not enter into any relationship or obligation which would antagonise independent consulting. Should Crauss Development GmbH's independence within a client relationship nevertheless be endangered, then the respective client shall be notified. All activities shall be carried out on our own authority. You may form your own opinion on this matter.

Before a contractual relationship commences, Crauss Development GmbH shall submit a written offer entailing the services offered and the most relevant conditions for the services to be rendered. The offer shall be submitted at no cost and it is binding for 14 days. The client commits him/herself only after accepting the offer. We shall only offer services where our best professional knowledge prospects a clear benefit for the client.

In addition to our more desk-based activities, such as drafting expert opinions and compiling concepts and recommendations, we also participate in the practical implementation of our projects.

3. Integrity and Objectivity

Our relationship with our clients is not only governed by the respective legal framework, but is grounded on mutual trust. If significant grounds oppose such a relationship of trust, then no business relationship shall be entered into - and if such a relationship already exists, said relationship shall be terminated.

We undertake to refrain from any attempt to poach employees from our clients. In order to guarantee objectivity, we demand of our employees and partners that they undertake to refrain from any employment negotiations with clients for the duration of the client relationship.

4. Ideology and Pledge

Crauss Development GmbH avouches that both the company management and the company employees are neither members of scientology nor have they ever attended any seminars thereof, moreover, that said management and employees are not affiliated with any other unauthorised denominations or sects and do not operate pursuant to the theories or techniques of one of the stated groups. This also applies analogously to esoterically-oriented associations and their theories and techniques.

The management and employees of Crauss Development GmbH adhere to a humanistic and enlightened world view, have a positive view of progress and promote the freedom of economy, science and culture.

5. Confidentiality and Data Protection Declaration

Crauss Development GmbH treats all internal procedures as well as information and data learned through its professional activities for clients with the utmost discretion. Client data and information shall only be made accessible to third parties upon expressed consent by the Contracting Party - excepting the instances where obligatory legal provisions oblige us to do so. This provision also applies to cases where a contractual relationship currently exists or once existed. We commit our partners to maintain the same level of confidentiality.

We do not collect any person-related data, IP addresses, user behaviour or the like on our website.

6. Fair competition, Partnerships and Advertising

Crauss Development GmbH principally does not render gratis services - not even for advertising purposes. We respect third party companies and observe their right to intellectual property, trade mark rights and licence rights. Protected material shall only be used in an authorised form.

We establish partnerships with qualified partners from various business sectors in order to guarantee the highest possible quality and competency standards - in an aim to concentrate specialist know how and enhance innovation and effectivity - independent of whether we would be authorised and qualified to carry out the respective tasks ourselves. We vouch for all services rendered to our clients by our team (network) and remain the sole contact for any arising questions.

Crauss Development GmbH commits to respectable conduct in matters pertaining to advertisement and customer acquisition.

7. Fees

Crauss Development GmbH charges its fees as specified in the order received and the agreements made. These shall specify the amount and payment date as well as the services to be rendered in return. Additional services which are requested or become necessary during order implementation and amount to 30 percent or more of the original order volume shall be offered separately and only carried out after they are accepted. If the costs of the additional services amount to less than 30 percent of the original order volume, then they can be rendered without issuance of a separate order and charged pursuant to the agreed hourly rate.

8. Equal Treatment

Wherever we have used gender-specific nominations within this document, our website or any other form of correspondence, these refer to both males and females equally.

Crauss Development GmbH

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Last updated and valid as of 28 October 2008 until revoked