

Schindler Policy against Discrimination and Harassment

Purpose and scope

Schindler works together with individuals of various ethnic backgrounds, cultures, religions, ages, disabilities, physical characteristics, sexual orientations, genders and gender identities, and respects the dignity, privacy, and personal rights of every individual. This policy supports our commitment to provide a safe and respectful work and business environment that is free of discrimination and harassment (D&H), for employees, potential employees, customers, suppliers and any other third party Schindler interacts with.

Consistent with Schindler's values, its Code of Conduct and People Strategy, and by respecting local employment and Anti-D&H laws of the countries in which Schindler operates, Schindler is committed to ensuring equal opportunities and does not tolerate discrimination or harassment, nor any other form of offensive behavior against any individual.

This policy establishes general principles and rules to be translated into local policies and procedures to ensure a D&H-free work and business environment.

We expect all Schindler managers and employees to treat every individual with dignity, courtesy and respect. Managers in particular must act as role models in terms of providing and promoting an inclusive work and business environment free of discrimination and harassment.

This policy applies to all Schindler Companies meaning Schindler Holding Ltd. and all of its directly or indirectly controlled group companies.

Policy elements

1. We define the following behaviors as unacceptable in the workplace:

- Discrimination: Treating, or proposing to treat, someone unfavorably because of personal or physical characteristic, such as ethnic background, culture, religion, nationality, age, disability, race, sexual orientation, gender, gender identity, gender expression, genetics and health information including pregnancy, or union affiliation.
- Harassment: Any uninvited or unwelcome behavior that offends, humiliates or intimidates another person, whether or not that effect is intended. Harassment can be physical or non-physical.
- Sexual harassment: Any unwelcome sexual behavior which could make a person feel offended, humiliated or intimidated. Sexual harassment can be physical or non-physical.
- Bullying: Systematic harassment of someone over a period of time using hostile actions and communication forms with the intent of isolating the person and weakening their position in the company.
- Retaliation: Adverse conduct taken because someone reported an actual or perceived violation of this policy.

We recognize that sometimes wrong behavior may be unintentional. Both intentional and unintentional misbehavior will be reviewed. A comprehensive assessment will evaluate the intentions of the party and determine the appropriate corrective or disciplinary actions.

2. Our approach:

- **Prevent D&H incidents by:**
 - promoting appropriate standards and rules for a D&H-free behavior and creating a positive, respectful and inclusive work and business environment for its employees at all times;
 - implementing training and awareness-raising strategies and interventions to ensure all employees know their rights and responsibilities.

- **Detect and Report D&H incidents by:**
 - providing a prompt, fair and effective procedure for complaints;
 - treating complaints in a sensitive, fair, timely and confidential manner, by respecting the privacy of the parties involved;
 - encouraging the reporting of behavior which violates the standards set out in this policy.

- **Respond to D&H incidents by:**
 - ensuring protection from victimization or reprisals for persons reporting issues in good faith;
 - investigating any concern raised by an employee in good faith;
 - taking corrective measures against any person who it finds to have violated the standards and rules set forth in this policy and/or local D&H policies and D&H laws.

Global Human Resources ensures that each Schindler Company properly implements this policy locally, subject to compliance with mandatory applicable local laws. The Head of each Schindler Company is responsible for its implementation.

3. How to report incidents or seek support:

As a first step, inquire about any specific local procedure or hotline, or contact your local HR department or compliance officer. If you are not comfortable speaking directly to this person, you may contact your zone HR manager or compliance officer who will ensure that the matter raised is handled promptly and appropriately. Finally, you also have the opportunity to raise the issue with Schindler's global anti-D&H hotline (inclusion@schindler.com) which is monitored by selective persons at Schindler's Global Headquarters who will treat all correspondence as confidential.