



Inclusion Policy

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Introduction

Purpose

TeamViewer became a leading global connectivity platform with a clear vision to creating a world that works better. We see this success as a great privilege as well as a great responsibility. A responsibility towards our customers, partners, suppliers, employees and shareholders.

As per TeamViewers Code of Conduct, fair & equal treatment, no discrimination and no harassment are key principles of the way we want to interact with each other, internally and externally. Diversity, in addition, is one of our TeamViewer beliefs and reflects the importance we attach to the topic and the pride we take in our diverse workforce, originating from a broad range in age, gender, race, social and ethnic background, marriage and family status, sexual orientation, gender identity, national origin, political and religious beliefs, physical, mental and sensitive medical condition.

TeamViewer is fully committed to providing and maintaining a supportive work environment where all employees can reach their fullest potential, which ensures all employees are treated with dignity and respect, free of discrimination and harassment. We are committed to create a positive and inclusive work environment that attracts diverse talent and develops and retains our diverse workforce as we truly believe it is inevitably linked to our linked to the innovativeness and success of our company in designing products for and interacting with a diverse world.

Scope

This Inclusion Policy applies to all TeamViewer entities, employees and consultants, agents, representatives, contractors and contract workers when they act on behalf of TeamViewer, globally. It is seen as an addition to the TeamViewer Code of Conduct as well as the TeamViewer Supplier and Business Partner Code of Conduct and is intended to complement local statutory provisions.

Related Policies

TeamViewer Code of Conduct

The TeamViewer Code of Conduct serves as a roadmap to guide us and enable us to make good judgements. As the basis for our company's policies, handbooks and procedures, it outlines the requirements we commit to in our daily business, so we can deliver the high standards expected from us. The Code of Conduct explicitly outlines how we interact with each other:

- Speak as one
- Respect each other
- Trust each other
- Look out for each other

Our Code of Conduct includes a clear statement of zero tolerance with any form of discrimination.

TeamViewer Supplier and Business Partner Code of Conduct

The TeamViewer Supplier and Business Partner Code of Conduct extends the provisions of the Code of Conduct to its suppliers and other business partners (e.g. contractors, consultants, sales partners). They are expected to commit to the high standards of ethical business conduct defined in this Supplier and Business Partner Code of Conduct. All business activities, directly or indirectly, performed for, or on behalf of TeamViewer must follow the principles as well as all applicable local and international laws, rules and regulations.

Related Commitments

Human Rights

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

- European Convention on Human Rights and Fundamental Freedoms,
- International Labour Organization (ILO) Declaration on Fundamental Principles and Rights at Work,
- UN Universal Declaration of Human Rights

are reflected in the provisions of our Code of Conduct and therefore serve as an integral element to our Inclusion Policy.

TeamViewer business is legit business. Countries, companies or individuals who disrespect human rights and the principles of the above are excluded from business relationships with us.

UN Global Compact and Sustainable Development Goals

As a signatory of the UN Global Compact, TeamViewer supports the ten principles of the UN Global Compact and the United Nations Sustainable Development Goals (SDGs). The SDGs are a central conceptual framework for our materiality analysis as well as for the definition of our sustainability goals and strategy.

UN Women Empowerment Principles

In addition to the commitment to the Global Compact and SDGs, TeamViewer has adopted the United Nations women's Empowerment Principles (WEPs) as part of its commitment to promoting gender equality and women's empowerment in the workplace, marketplace and community.

UN Standards of Conduct for Business on Tackling Discrimination against LGBTI People

TeamViewer also takes the corporate engagement to respect the UN Standards of Conduct for Business on tackling Discrimination against LGBTI People and to use this international instrument as a leverage in its relationships with stakeholders to help move the dial in the direction of greater equality for LGBTI people.

TeamViewer's Commitments to Diversity and Inclusion

TeamViewer is fully committed to providing and maintaining a supportive work environment where all employees can reach their fullest potential, which ensures all employees are treated with dignity and respect, free of discrimination and harassment. We are committed to create a positive and inclusive work environment that attracts diverse talent and develops and retains our diverse workforce as we truly believe it is inevitably linked to our business model, products and the success and innovativeness of our company. We strive to ensure all decisions about professional development, promotions and any advancement of employees are based on performance and demonstrated potential.

This global commitment is supported by focusing on the following areas:

- Gender Equality
- Cultural Diversity
- Equal Opportunity
- Equal Pay
- Flexible Working
- Inclusive Language
- Zero Tolerance for Discrimination

Gender Equality

Within the diversity aspects covered under our equality approach, gender and gender equality are deemed particularly important. We are fully committed to ensuring that gender is not a limiting factor to career opportunities and advancement. This includes all aspects of gender – gender assigned at birth, gender identity, as well as sexual orientation and specifically includes the LGBTQ+ community inclusion.

Aspirational goals for the company include:

- Female representation ratios across the main management levels¹.
- Female-targeted recruiting measures, including focused career fairs, job portals or scholarships.
- Allowance for flexible working arrangements promoting the opportunity to combine career and family life, including remote working and flexible working hours.
- Ensuring gender pay equality.

¹ For metrics related to this goal, please refer to our latest Annual report.

- Company orchestrated employee communities to share experiences, address issues, discuss measures and targets, specifically for diverse groups².

Cultural Diversity

At TeamViewer we celebrate the diverse backgrounds of our employees. We strongly believe in the benefits everybody can earn from a diverse working environment – each individual as well as the business itself. Our business model is global and customer centric. We believe in the positive impact, especially the cultural diversity at TeamViewer has on understanding each other, but likewise understanding our customers.

We operate offices in around 20 countries with employees originating from over 70 nationalities, speaking more than 40 languages. We understand the importance of collaboration, cultural education and knowledge sharing, to create understanding and inclusion. To foster the pride in our cultural diversity we aim at providing a group-wide network, giving employees a platform to actively contribute to racial, cultural and ethnical equality. The network and exchange is being orchestrated by the HR department and under the sponsorship of our senior leaders. Our annually held cultural diversity day provides an additional opportunity to share the pride and get everyone closer to one's cultural origin.

Equal Opportunity

We believe in equality of opportunity and are committed to creating a fair environment where people can succeed regardless of the diversity of background. We strive to ensure equal opportunities throughout the entire employee life cycle, including but not limited to candidate attraction and employee recruiting, promotion, transition, training, development, working conditions, compensations and benefits. TeamViewer strives to ensure that all such decisions are made by using objective standards based on individual's qualifications, performance and demonstrated potential.

In Recruiting

Equal opportunity in recruiting strives to ensure the attraction of new talent from a broad and diverse background.

Our recruiting process includes a range of measures aiming at providing a transparent and equal experience and opportunity to all candidates. This includes,

- Bias free hiring, based on awareness of the concept of unconscious bias
- Extensive information and training, especially for HR-employees and hiring managers on taking bias and discrimination free hiring decisions
- The use of inclusive (gender) language used in job advertisement

In Promotion

TeamViewer is a place of opportunities. As the company succeeds, our employees grow and develop with us. We support all our employees to improve their career development and empower them to succeed in their current or future roles, regardless of the purpose being to maintain employability, learning new skills or looking for

²We comply with all applicable laws and do not grant preferential treatment or make any employment decisions based on race, color, religion, sex, national origin, disability, age, familial status, military status, or any other legally protected class or characteristic.

different challenges and opportunities. It is the company's responsibility to make sure policies, talent management processes and training support every employee likewise in this journey.

Transparency on job opportunities, through internal job offerings and job transfers as well as management driven career development paths enable all employees to shape their individual path. Training opportunities provide an additional chance to increase skills and develop into new positions and challenges.

To ensure equal treatment and opportunities as well as fair processes it is our clear goal to build and establish competency- and skill-based measures and processes supporting decision making in hiring, development, career and compensation.

Disability Inclusion

Equal opportunities at TeamViewer not only refer to gender and cultural background, as mentioned prior, equal treatment and inclusion are principles offered to everyone, regardless of the diverse background. We value the contribution of individuals with a variety of differing abilities. We are committed to the inclusion of persons with disabilities. Thus, this refers to our zero tolerance for discrimination policy, particularly referring to the discrimination on the basis of any known mental or physical disability that is protected by law, a history of disability, a perceived disability or an association with someone with a known disability. It applies to the entire employee lifecycle, from job application, to hiring, termination, advancement, compensation, job training, relocation and other aspects of employment.

We strive to remove barriers wherever possible and provide a working environment matching individual's need. We recognize that at some time during an employment lifecycle, needs and requirements may change and reasonable accommodation in the sense of workplace modification, leave time, specialized equipment, or reassignment to a vacant position based on qualification, might be needed.

TeamViewer is committed to organize these accommodation adaptations wherever possible.

Equal Pay

We apply equal treatment along the entire employee lifecycle. This specifically includes the commitment to grant equal pay for equal work and work of equal value for all employees regardless of gender, sexuality, ethnic background, family status or any other demographic factors.

The equal pay principle is being analyzed annually on the basis of comparable employee groups with comparable position, title, job description, seniority, tenure and location. Based on the annual verification, equal payment is defined as a deviation of less than 3% in base compensation and bonus (where bonus is company target related and not individual's performance based).

Unjustified pay gaps are being closed within one year after identification.

Flexible Working and Remote Working

As a leading provider of connectivity solutions, flexible working models can be considered an expectation in our employment offerings.

We offer a hybrid working model³ for a variety of reasons, but specifically also to increase the ability to successfully combine professional career and private life. Especially employees' with families are aimed to

³ Hybrid working model is offered to all employees whose physical presence is not inevitable part of their job description (e.g. office management)

benefit. In addition to expanded work-from-home, we also offer part-time models and successfully support the return of employees from parental leave.

To also promote the compatibility of family and career, we offer maternity / paternity leave within each country or local employment jurisdiction. But most importantly, we actively promote the reintegration of parents after their return to work.

Inclusive Language

Despite the freedom of expression and the acceptance of all kinds of backgrounds and beliefs, TeamViewer does not tolerate any kind of extremist or in any other way widely offensive behavior, propaganda and language.

We promote the use of inclusive language, free from discriminatory references to people based on, among others, their nationality, ethnic origin, skin color, marital status, family responsibility, religion, age, disability, social status, political opinion, serological and health status, gender, sex, sexual orientation, gender identity and expression.

At TeamViewer, we do not use any sexist, prejudicial or discriminatory references to any group in company documents, job offerings, advertising and commercial materials (both internal and external). Our communication should always be guided by inclusive and welcoming language. We aim to increasingly use gender neutral language.

Zero Tolerance for Discrimination, Harassment, Bullying

It takes all of us working together to foster an environment of openness, honesty, inclusion and collaboration, free of discrimination, harassment and bullying. Please make sure not to use offensive, discriminating or any other kind of improper language or action.

- Zero tolerance for discrimination: Our commitment to Diversity & Inclusion does not allow for any kind of mistreatment of any individual, in any form (physical, verbal and any other), based on a personal characteristic
- Zero tolerance for bullying or harassment: Openness, honesty and inclusion can only be achieved in an environment free of bullying and harassment. We therefore strive to protect ourselves and others from feeling uncomfortable, intimidated, or humiliated. Bullying and harassment are not being tolerated and might have serious consequences.
- Zero tolerance sexual harassment. At TeamViewer we have zero tolerance and strive to prevent sexual harassment in any way.
- Speak Up!: In a bid to build a transparent and inclusive culture, free of discrimination, bullying and harassment, employees are encouraged to speak up in case confronted with an action, behavior, document, conversation etc., which is not within the principles laid out in this policy. The process on how and to whom to report an incident can be found in the Responsibilities section.

Learning and training

We are committed to promoting learning and training to support our employees to be equipped for their current and future work, regardless of their background or current skill set. Learning and training is being

offered increasingly virtual to improve accessibility globally. Offline training supplements the training concept where relevant and feasible.

We make sure our employees have a good understanding of the provisions laid out in this policy, especially the commitments to anti-discrimination and anti-(sexual) harassment. Training is provided globally to all entities and regular communication raises awareness and reminds of our zero tolerance policy on (sexual) harassment.

Managers trainings ensure that employees, supervising other employees are equipped with the right skill set in order to develop themselves and their teams, based on equal treatment principles. Managers trainings are split into 3 different groups: young managers trainings, experienced managers development and the Executive Leadership Program.

Special trainings for hiring managers, including training on the concept of unconscious bias supplement the managers trainings.

Responsibilities, advice and grievance

This is our Inclusion policy. It provides TeamViewer's key commitments, describes the underlying concepts and defines how we want to interact with each other, putting the acknowledgment of the diverse background of our employees at forefront.

If anything is unclear, or you feel discriminated in the sense of the above provisions, speak up and make use of the following communication, advice and grievance options.

Violations to the provisions of this policy jeopardize the well-being of individuals as well as our unique corporate culture and ultimately the success of our business.

Violations, consciously or unconsciously may have severe consequences for the company but especially for individuals involved. Depending on the seriousness of the violation, consequences may be (e.g.):

- Disciplinary action (formal warning, transfer of position, termination)
- Fines and damage claims
- Imprisonment.

Consequences to the company may be (e.g.)

- Damage for our reputation, brand, and market value
- Significant fines and damages
- Disgorgement of profit
- Exclusion from third party selection processes
- and loss of business

To avoid such consequences, please make sure you understand and always act upon the principles set forth in this policy, internally and externally in our professional environment.

When confronted with actions, behaviors, documents, conversations, etc. that you don't agree with, or that feel suspicious or in any way disregard this policy, do not hesitate but speak up.

A problem shared is a problem halved. Issues that interfere with the way we want to work with each other, and the outside world need to be addressed, to avoid damage to individuals or the company.

Depending on the level of confidentiality required in a specific situation, there are multiple channels of communication provided to address such topics.

If you feel unable to talk directly to the person(s) involved, or need to get an unbiased opinion, make a sound judgement, choose your favorite (of the below) and speak up!

Your Management

You can contact a person in your immediate work environment, such as your direct line manager or the respective SLT member. Both will take care of your request and if necessary, involve further parties or initiate further steps.

Human Resources (HR)

The HR department is your point of contact for all questions and cases referring to the provisions of this policy, which you do not want to or can not discuss with your direct management.

Compliance Office

Urgent topics, that seem to have a high negative impact on individuals and / or the company should always be disclosed to the Compliance organization via compliance@teamviewer.com or directly see the Compliance and Risk Manager or any other member of our Compliance department who will handle your case with care.

Please find location, telephone number, and direct e-mail on Confluence.

Whistleblowing System

Cases that you want to be treated with a maximum level of confidentiality, should be submitted via the Whistleblowing System. It is managed by a third party that is legally obliged to handle all information confidential and with the utmost care. If desired, this channel can be used completely anonymous and a report will only be forwarded (without any personal data attached) to the contact person at TeamViewer who requires the relevant information to improve the flagged situation.

A detailed description of the TeamViewer Whistleblowing System, including guidance on how to use it is available on TeamBase.
