

Code of Conduct & Ethical Standards

GrowNow Group KG, Spengergasse 47, 1050 Vienna, Austria

Preamble

GrowNow Group KG stands for professionalism, integrity, quality, and safety. Our services in consulting, training, and coaching have a direct impact on individuals, organizations, and—depending on the context—on safety-relevant operations. Responsible, reliable, and legally compliant conduct is therefore a fundamental prerequisite of our activities. This Code of Conduct defines binding standards for behavior toward employees, participants, customers, partners, authorities, and the public. It provides guidance, strengthens commitment, and contributes to ensuring that our services are delivered in a professionally sound, respectful, and transparent manner.

1. Purpose, Scope of Application, and Relationship to Terms and Conditions and Contracts

This Code of Conduct applies to all natural and legal persons who maintain a business or service-related relationship with GrowNow Group KG. This includes, in particular, employees, executives, trainers, lecturers, freelancers, course participants, customers, partner companies, suppliers, and other business partners.

The Code applies to all activities conducted in person and in the digital environment, including consulting, training, coaching, events, as well as all forms of communication and platforms provided or used by GrowNow Group KG.

This Code of Conduct supplements the Terms and Conditions as well as other contractual agreements. In the event of any conflict, mandatory statutory provisions, individual contracts, and the Terms and Conditions of GrowNow Group KG shall prevail.

2. Notice on Equal Treatment

For reasons of readability, the generic masculine form is used in this document. All personal designations apply equally to all genders and are expressly to be understood as gender-neutral.

3. Values and Fundamental Principles

The actions of GrowNow Group KG are based on integrity, professionalism, quality, and safety. Commitments are only made if they can be fulfilled. Communication is conducted in a transparent, factual, and truthful manner.

Quality and safety, particularly in aviation-related and safety-critical contexts, take precedence over time or economic considerations.

4. Ethical Standards

Ethical conduct means aligning decisions not only with formal legality but also with responsibility, integrity, and fairness. False statements, misrepresentation, deception, or manipulation are prohibited.

In consulting, training, and coaching relationships where a potential power imbalance may exist, any form of inappropriate influence is excluded.

Knowledge and experience conveyed or developed within the scope of our services must be used responsibly. In safety-relevant areas, particular care must be taken regarding accuracy, timeliness, and risk awareness. Executives and trainers bear special responsibility for the framework within which services are delivered. They create an environment in which professional questions can be asked, uncertainties addressed, and deviations objectively reviewed. Errors are not regarded as grounds for stigmatization, but as a basis for improvement.

5. Compliance and Legal Conformity

All applicable legal, regulatory, and contractual requirements must be observed. Corruption, bribery, improper granting of advantages, and even the appearance of undue influence are excluded.

In an environment in which documentation, quality, and trust play a central role, compliance is a necessary prerequisite for credibility and sustainable cooperation.

Conflicts of interest must be disclosed without undue delay and handled in a manner that ensures decisions remain objective, transparent, and verifiable.

6. Respect, Equal Treatment, and Protection Against Harassment

The dignity, safety, and personal integrity of all parties involved must be respected. Respect is reflected in language, conduct, the observance of personal boundaries, and a professional approach to conflict. Discrimination, harassment, bullying, intimidation, or violence will not be tolerated.

7. Safety, Quality, and Reporting Culture

Safety and quality are central guiding principles. GrowNow Group KG promotes an open and objective reporting culture for the early identification of risks.

This reporting culture does not grant immunity for intentional misconduct, gross negligence, or manipulation of safety-relevant information.

8. Training and Examination Integrity

Training sessions, examinations, assessments, and certifications are based on integrity, proper identity verification, and honest performance. Deception, undue influence, or manipulation of documents is prohibited.

The protection of examination content, materials, and methodology is also part of our quality assurance. Unauthorized distribution undermines fairness toward other participants as well as the credibility of certifications and may result in economic and safety-related consequences.

9. Protection of Information, Data Protection, and Intellectual Property

Confidential information, trade secrets, and personal data must be protected in accordance with applicable data protection regulations.

All documents and content are protected by copyright and may not be reproduced or distributed without consent.

10. Conduct on Premises, at Events, and Online

Professional, respectful, and orderly conduct is expected. House rules, safety regulations, and terms of use must be observed.

In the digital environment, the same standards of professionalism and confidentiality apply as in personal collaboration.

11. Interaction with Authorities, Audits, and Documentation

In dealings with authorities, auditors, and supervisory bodies, GrowNow Group KG acts transparently, cooperatively, and truthfully. Documents and information must not be manipulated or withheld.

12. Reporting of Violations, Protection Against Retaliation, and Consequences

Reports of actual or suspected violations of this Code, contractual provisions, or legal requirements should be made. Whistleblowers must not suffer any disadvantages as a result.

Violations may result in employment-related, contractual, or other legal measures.

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