

Corporate Social Responsibility Report 2024



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Preface

For years, 4flow has been growing dynamically around the globe. Our commitment to delivering exceptional service through an outstanding team—while fostering sustainable organizational development—is firmly embedded in our core values.

Since our founding in 2000, 4flow has been dedicated to responsible corporate governance, making it our mission to generate meaningful social impact. To uphold this commitment, we have established clear guidelines and assigned responsibilities to ensure adherence to sustainability principles across all areas of our organization.

4flow also endorses the principles of the United Nations Global Compact (see annex), and is committed to integrating its principles into the company's strategy, culture and day-to-day operations.

This Corporate Social Responsibility report provides a detailed overview of 4flow's current sustainability initiatives and outlines our future commitments to reducing our environmental footprint and enhancing our social impact.

Together, we look forward to creating sustainable impact for our customers, the environment and society.



Kai Althoff, CEO, 4flow

Shaping the future of supply chain

4flow is a leading global provider of supply chain consulting, software and fourth-party logistics (4PL) services. Our end-to-end solutions help our customers optimize their supply chains to be prepared for the future. Successful businesses continuously optimize their supply chains to fit changing circumstances. 4flow is a trusted partner for businesses that strive for supply chain agility.

4flow consulting collaborates with businesses from a variety of industries with our services for logistics and supply chain management -from strategy to implementation. 4flow software provides software solutions for network and transportation optimization as well as end-to-end transportation management. 4flow management 4flow management orchestrates and continuously optimizes supply chain networks, enabling transparency, agility, and optimized performance.

The unique business model at 4flow allows us to provide custom solutions for our customers. 4flow's success is based on our extensive knowledge about supply chains, IT know-how and innovations. With this cross-functional competency, we are able to meet and exceed the highest standards of quality and innovation.



4flow by the numbers

20+

Offices in Europe, Asia, North America and South America

1300+

Team members globally

400+

Customers globally

300+

Projects annually around the world

100%

Management-owned

2000

Year of foundation

4flow consulting

We know that a smoothly running supply chain is a deciding factor for our customers' business success. We collaborate with our customers to create agile and cost-efficient supply chains – and to optimize them for the long-term.

Our experienced team of supply chain experts collaborates with customers to understand individual requirements. Together, we develop solutions tailored to customers' needs. We offer end-to-end supply chain consulting, from procurement and production to distribution and customer satisfaction.

Customized supply chain solutions from strategy to implementation

We support your business through every step of your supply chain transformation. 4flow consulting is characterized by strength in strategy making and execution, and a process- and implementation-based approach. Processes, structures and systems are examined and optimized across functions to achieve measurable success.

As every customer and project is unique, custom-made solutions are at the core of what we do. In our work, we rely on tried and tested methods and on innovative approaches to achieve the optimal results.

Your supply chain, from end-to-end

At the center of every successful project are our customers. Our comprehensive supply chain competence, industry expertise and 20+ years of experience help you reach your objectives. Our team combines supply chain expertise with management know-how and strong communication skills to solve your challenges.

It's important for us to establish a close partnership with your team right from the start to ensure long-term success.

“4flow consulting supports businesses in the field of logistics and supply chain management - all the way from developing a strategy to its implementation.”

Andreas Kick, COO, 4flow



4flow software

4flow software supports global businesses of all sizes to solve diverse challenges in supply chain network and transportation optimization. With end-to-end optimization from strategy to operations, our approach is suitable for the most complex supply chain and transportation environments.

4flow focuses on the sustainable optimization of our customers' supply chains in terms of costs, delivery capability and environmental impact.

The perfect solution for your business needs - from strategic to operational planning

Our software portfolio supports you throughout your entire supply chain. We offer products for supply chain network planning, transportation management and transportation planning based on material planning requirements.

This holistic approach enables us to solve diverse challenges in complex supply chains and transportation networks.

Our software has a modular architecture to enable a seamless integration with any business systems, from ERP systems to cloud platforms. Customer-oriented implementation trainings assist users through operational execution and further ensure successful integration.

“For more than a decade, 4flow has been developing supply chain software to lower supply chain costs efficiently and sustainably.”

Christian Nieters, Executive Vice President, 4flow



4flow management

4flow management is an optimization specialist for the orchestration of logistics networks and global supply chains. With our value and process-oriented managed services, we enable a significant reduction in transportation and management costs while increasing service level and performance.

Cost and process optimized transportation management

As a neutral non-asset based provider, we find the best solution for each customer in any given situation at optimal cost. Businesses quickly benefit from working with 4flow management, which allows them space to concentrate on their own core competencies. In addition to reduced costs, our customers achieve the greatest possible transparency in their networks and more flexibility in their supply chains.

Seasoned 4PL experts in supply chain consulting, supply chain services, and IT optimize networks and transportation on a continuous basis - thereby helping customers flexibly adapt to changing conditions. In this way, 4flow management achieves improvements sustainably - as well as through the continuous development of processes and systems. 4flow management supports internationally operating customers with its regional and global market knowledge from its global 4flow locations.

“As a neutral 4PL, 4flow management reduces supply chain costs and increases network performance.”

Julian Schulcz, COO, 4flow



The 4flow vision

Our vision and values at 4flow shape the way we treat our customers, partners, service providers, and how we treat each other at the workplace as well. Since our founding in 2000, our growth has been uninterrupted – dedication and a special company culture have characterized us from the beginning.

4flow is the trusted global leader in end-to-end supply chain optimization.

Our dedication drives us to make a positive, sustainable impact for our customers, the environment and society.



The 4flow values



Customer centricity

Our products and services make a valuable impact. We strive to go beyond expectations, ensuring customer satisfaction. We evaluate our performance from our customers' perspective.



Excellence

We are dedicated to achieving the best results. Each 4flow team member shows commitment and takes responsibility for their actions. Excellence is measured by results. By learning and collaborating, we excel as individuals, as teams and as an organization.



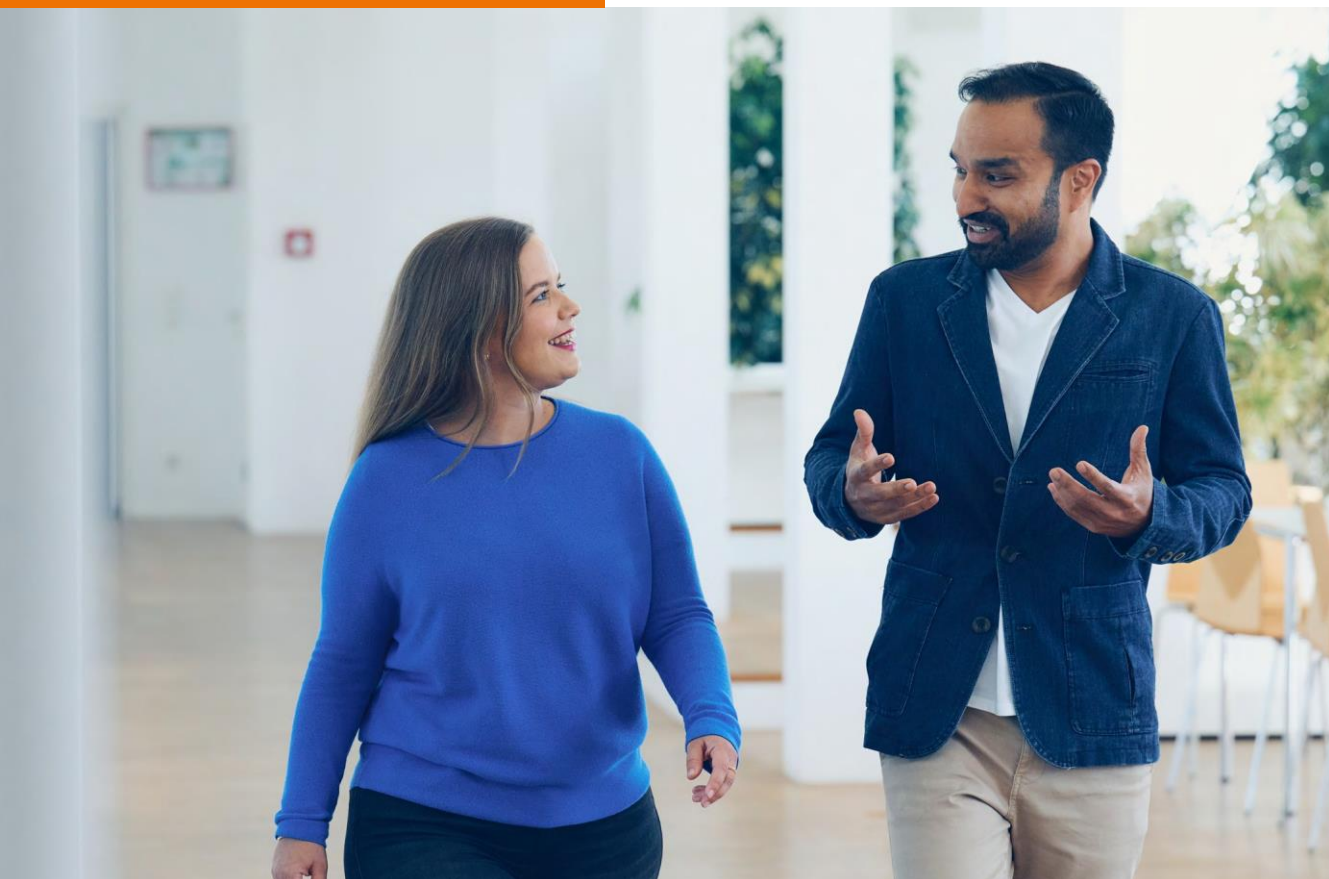
Respect

Respect, tolerance and appreciation shape our conduct and mindset. A culture of trust, diversity and individuality makes us successful.



Sustainability

We think, act and make decisions with the future in mind. Everyone at 4flow looks at the big picture. We stay true to our values as we grow.



Social impact and responsibility

4flow has always been guided by a distinct vision and set of values and ethical principles. Our commitment to the highest standards of integrity, transparency, and ethical conduct is the foundation of all our business practices.

Our code of conduct reflects these values. It outlines the principles and standards that guide our actions and decisions. It applies to every 4flower. Compliance with this code is mandatory and integral to our corporate culture.

The code of conduct itself is attached to this report as an annex. Selected details of the application of this code is listed in the following.

Team members

The respectful treatment of our team members is a core component of the 4flow company culture that we foster at all our global locations. 4flow continuously strives to be among the top employers and has been distinguished with several awards and recognitions for its treatment of applicants and team members. Our goal is to provide a fair and friendly work atmosphere and to create a strong team spirit among our team members around the globe. We make deliberate efforts to support learning and development for all of our team members by offering a variety of internal training programs. These trainings enable personal growth in technical know-how, leadership and working methods. All trainings are free of cost and are offered on a regular basis.

In regard to non-discrimination, 4flow's decisions regarding any term or condition or employment, including recruiting, hiring, compensation, discipline and promotions for all job classifications, will not consider as a factor any protected characteristics including race, color, religion, sex, height, weight, age, national origin, protected disability, marital status, veteran status, or any other characteristic protected by law. The administration of all other personnel matters such as compensation, benefits, transfers, reduction-in-force, recall, training, education, and social recreational programs will be free from any illegal discriminatory practices. All 4flow team members are always expected to treat their fellow employees, customers, and others with respect. In keeping with this expectation, 4flow does and will not tolerate any form of illegal harassment.

4flow strives to maintain an open and transparent corporate culture. 4flow's vision and values serve to guide our behavior towards customers, partners and service providers, as well as each other. We want to empower and encourage all 4flow team members, as well as external partners, customers and suppliers associated with 4flow, to speak up if they recognize wrongdoing at 4flow or in business interactions with 4flow. The whistleblowing service is provided by WhistleB, an external partner, to ensure anonymity and the highest data protection standards.

Concerning the fair treatment of interns and vocational trainees, 4flow offers only paid internships and vocational training positions. 4flow utilizes its role as a vocational training company to invest in the careers of its early-career team members.

The satisfaction of our team members is a crucial metric at 4flow. We believe that an optimal work environment is the foundation of excellence.

Acoustically optimized office spaces at 4flow offices provide a quiet work atmosphere, while separate telephone cabins help to keep noise levels to a minimum. Because work safety is important to 4flow, several offices have been certified by ISO 45001, an international standard that specifies requirements for occupational health and safety.

Social impact and responsibility

Society

4flow acts in accordance with the principles of the UN Global Compact, one of the largest and highly-regarded global initiatives for responsible corporate leadership. It serves to shape globalization in a more socially and ecologically responsible way and includes measures on human rights, employment standards, environmental protection, and the fight against corruption.

4flow as an organization supports fifteen local non-profit organizations (NPOs) that are in close proximity to the 4flow locations globally and which aim at helping social causes and supporting their communities. A framework aligned with the UN Global Compact goals has been established, through which suitable partners are proposed by the 4flow entities themselves, enabling the development of strong partnerships with the organization and maximizing effectiveness.

The partner NPOs benefit from donations raised by the global 4charity walk&run during which timespan distances covered by 4flow employees are converted into a donation sum that is evenly distributed among all partner organizations.

Additionally, the offices engage in regular charity activities throughout the year to support local NPOs: among successful events are numerous gift-wrapping events for children during Christmas, food donations or the renovation of community playgrounds. Furthermore, 4flow actively encourages team events to support good causes, such as football competitions where each goal raises funds for one of the partner organizations.

To avoid the waste of valuable food resources, 4flow donates any leftovers from its weekly team breakfasts in Berlin to local food distribution charities. 4flow works against corruption in all its forms and aims to establish long-term relationships with its customers through sustainable performance and solutions rather than gifts.

To celebrate employees' birthdays, 4flow makes a donation to a local NGO for each birthday. If a 4flower celebrating a 5-year anniversary decides to make a donation, this anniversary amount will also be passed on to a local NGO.



Environmental impact and responsibility

Collaboration with customers

With our solutions and services, 4flow plays a crucial role in reducing our customers' carbon footprint. Through supply chain and transportation network optimization, customers can improve vehicle utilization, reduce the number of transportation runs, and shift to more environmentally friendly modes of transportation. In addition to network and transportation planning, 4flow software offers solutions to calculate and visualize the emissions within supply chain network. In this way, decision-makers gain insights into the environmental consequences of their strategic options and actions thus supporting the decision-making process.

Internal activities

In addition to engaging and supporting our customer's ambitions to make their operations more climate efficient, we take responsibility to reduce our ecological footprint and to foster sustainable growth. As environmental awareness is an important topic for all team members at 4flow, an online on-demand training course has been developed. It is available to all team members and covers important aspects of environmental protection and corporate social responsibility in the normal day-to-day life as well as in a business context. This includes, for example, waste separation according to the local laws and instructions in all our offices.

Electronic devices such as computers and mobile phones are essential for all business operations at 4flow. To minimize the high environmental impact of these energy- and resource-intensive products, old phones and computers are reused before being replaced. If no longer usable, used batteries and all electronics equipment are disposed of responsibly.

The thorough separation of waste in all 4flow offices is mandatory, as long as the respective municipal waste service company provides such separation.

In keeping with 4flow's commitment to sustainability, water dispensers have replaced bottled water at many 4flow locations. Now, refillable glass bottles are used in combination with the water dispensers to reduce unnecessary waste.

4flow also uses green electricity from renewable sources at all locations where energy sources can be selected. We continuously explore new ways to optimize our business operations to make them more sustainable.



Supplier sustainability policy and compliance

Based on the 4flow vision and values, the 4flow supplier sustainability policy summarizes 4flow's core principles and standards for its suppliers in accordance with globally accepted guidelines and principles. The policy includes a commitment to environmental and social responsibility and to the Ten Principles of the United Nations Global Compact (see annex), as well as compliance with internationally recognized human rights and labor and social standards.

1. Resource management and environmental protection

4flow expects all of its suppliers to implement effective environmental protection measures, to comply with environmental standards, and to continuously minimize their resource consumption and environmental impact. This applies especially to energy consumption and greenhouse emissions, waste reduction, water quality and consumption as well as air quality.

Suppliers are expected to make use of renewable energies.

Suppliers shall protect natural ecosystems and biodiversity and halt conversion, deforestation and forest degradation based on identification and management of natural forests and other natural ecosystems. Appropriate soil quality shall be protected, and suppliers shall be in compliance with and respect existing land/water rights.

2. Responsible chemical management

Although 4flow does not trade, handle, or produce dangerous chemicals, we are committed to responsible chemical management and expects all suppliers to comply with all applicable standards, effective environmental protection measures as well as the responsible management of such chemicals. This includes but is not limited to the compliance with the Zero Discharge of Hazardous Chemicals Manufacturing Restricted Substances List (ZDHC MRSL) as well as the Product Restricted Substances List (PRSL) to protect consumers, workers, communities, and the environment from negative impacts.

3. Social responsibility

It is crucially important to 4flow that all business activities take into account our social responsibility towards team members and society as a whole. This applies both to 4flow itself and our suppliers. All suppliers are called upon to observe the principles and rights set forth in the guidelines of the UN Initiative Global Compact (Davos, 01/99) and the "Declaration on Fundamental Principles and Rights at Work" (Geneva, 06/98) adopted by the International Labour Organisation (ILO) and to align their due diligence process with the requirements of the "UN Guiding Principles on Business and Human Rights."

Of particular importance are respect for human dignity and internationally recognized human rights, especially the prohibition of child and forced labor and human trafficking, the prohibition of discrimination, prohibiting unlawful hours of work and inadequate periods of rest, freedom of association, the right to collective bargaining and compliance with work and safety regulations, including lawful hours of work and minimum wages and social benefits. The rights of indigenous peoples and local communities shall be respected, promoted and protected throughout the supply chain in accordance with the 'UN Declaration on the Rights of Indigenous Peoples'. Suppliers are required not to engage in land grabbing, to obtain Free Prior and Informed Consent (FPIC), as defined by the UN-REDD Program from existing land users and to promote adequate compensation where land use has been granted to the supplier.

Supplier sustainability policy and compliance

The supplier shall comply with the ban on hiring or using private or public security forces to protect a business project if, due to a lack of instruction or control on the part of the company, the prohibition of torture and cruel, inhuman, or degrading treatment is disregarded during the deployment of security forces, or if life and limb are injured in any other way.

4. Lawful and Responsible Conduct

Responsible and lawful conduct is an integral part of our organization. We expect lawful conduct (legal compliance) not only from our suppliers but from all business partners, particularly with regard to corruption and fraud prevention as well as anti-trust matters, taxation regulations, data protection and export control. We expect our suppliers to have appropriate whistleblowing systems and protection against retaliation in place.

5. Financial Integrity and Transparency

Our suppliers must keep their financial transactions and records complete, accurate, and transparent. Appropriate controls must be in place to create, store, and maintain business records correctly and securely. The financial reports of our suppliers must comply with applicable legal and regulatory requirements. Suppliers have to follow generally accepted accounting principles to ensure the accuracy and integrity of financial reporting. Our suppliers are aware of their financial responsibility and strive for open and transparent communication with all stakeholders.

6. Preventing the flow of funds to armed groups and conflicts

4flow requires its suppliers to prevent the direct or indirect funding of conflicts and human rights abuses.

7. Animal welfare in the supply chain

For 4flow it is crucial that corporate activities take animal welfare into consideration. Therefore,

we require relevant suppliers to implement standards and best-practice methods to comply with animal welfare along the entire supply chain. In general, animal testing must be avoided and alternative methods free of animal testing must be favored, unless such testing is strictly required by law.

In any case, national and international rules regarding animal protection and animal testing, such as the German Animal Protection Law (TierSchG) or the EU Directive 2010/63 shall be followed.

8. Implementation of these standards in supply chain

All suppliers are called upon to make contractual arrangements to ensure all their subcontractors comply with the standards and rules set out in this policy. These arrangements should be documented and communicated in a supplier policy for sustainable procurement. 4flow also expects its suppliers to identify risks within their supply chains and take appropriate measures to address them. In case of a suspected violation and to provide security for supply chains with increased risk, 4flow requires the disclosure of supply chains that may be affected.

Raw materials should be obtained from audited sources as a matter of principle whenever possible. 4flow participates in initiatives aimed at establishing the standards and rules set out in this policy in raw material supply chains.

Upon request suppliers and its sub-suppliers shall provide information on compliance with the guideline on hand with the target to obtain maximum transparency in relevant high-risk supply chains, to the source of origin if needed.

In case of (possible) violations against the above-mentioned requirements please contact (anonymously) compliance@4flow.com via e-mail.

ANNEX: The Global Compact's Ten Principles



Human rights

Principle 1

Businesses should support and respect the protection of internationally proclaimed human rights; and

Principle 2

make sure that they are not complicit in human rights abuses.



Labor standards

Principle 3

Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining;

Principle 4

the elimination of all forms of forced and compulsory labor;

Principle 5

the effective abolition of child labor; and

Principle 6

the elimination of discrimination with respect to employment and occupation.



Environment

Principle 7

Businesses should support a precautionary approach to environmental challenges;

Principle 8

undertake initiatives to promote greater environmental responsibility; and

Principle 9

encourage the development and diffusion of environmentally friendly technologies.



Anti-corruption

Principle 10

Businesses should work against corruption in all its forms, including extortion and bribery.

ANNEX: Code of conduct

1. Compliance with laws and regulations

We rigorously adhere to all applicable national and international laws, including anti-corruption, data privacy, trade, export control and labor regulations. We ensure that our business activities comply with the legal standards and requirements of each country we operate in. Our employees are responsible for complying with all internal directives and policies as well.

2. Anti-corruption

We maintain a zero-tolerance approach to all forms of corruption and bribery. We comply with all applicable anti-corruption laws and regulations. We do not offer, promise, or give anything of value to improperly influence a decision or gain an unfair advantage. And we do not request, agree to receive, or accept anything of value in exchange for an improper advantage or influence. All employees and business partners are expected to act in good faith and uphold the highest standards of honesty and integrity. Any suspicion of bribery or corruption must be reported immediately through our designated reporting channels.

Further details are set out in 4flow's anti-corruption policy.

3. No conflict of interest – gifts and benefits

While reasonable and proportionate gifts and hospitality can be part of building business relationships, they must never be used to improperly influence decision-making.

We expect all employees and business partners to avoid any situation where personal, financial, or other interests conflict with 4flow's interests. Any potential conflict of interests must be disclosed and addressed promptly. Further details are set out in 4flow's anti-corruption policy.

4. Prohibition of money laundering, financing of terrorism, and other illegal activities

4flow is fully committed to the international fight against money laundering and the financing of terrorism.

Team members do not engage in or tolerate any form of illegal activity at the workplace or otherwise in connection with 4flow.

5. Fair competition

We compete fairly, openly, and independently, and comply with all applicable competition and antitrust laws in the jurisdictions where we operate. We avoid agreements or discussions with competitors about prices, market allocation, or bid rigging. We refrain from exchanging sensitive commercial information with competitors and reject any form of collusion, price fixing, or other unfair trade practices.

ANNEX: Code of conduct

6. Employee Conduct

Equal treatment and non-discrimination

We foster a culture of inclusion, diversity, and equal opportunity. We actively promote diversity in hiring and career advancement. Every employee is treated with respect, dignity, and fairness, regardless of race, ethnicity, religion, gender, gender expression, age, national origin, disability, marital status, sexual orientation, or any other characteristics. We promote equal opportunities and are committed to providing a work environment free from discrimination, harassment and retaliation. All employees are expected to contribute to this workplace culture.

Culture of learning and professional development

4flow fosters a culture of learning in which feedback from all stakeholders is encouraged. The main criteria for professional development are the team member's performance and potential with regard to the requirements of the position they hold.

Fair labor practices and human rights

We uphold the highest standards of labor practices and respect for human rights in all our operations and those of our partners. We ensure reasonable working hours and compliance with applicable employment laws and respect employees' right to freedom of association. All team members have the right to appropriate compensation; pay and other benefits shall comply, at a minimum, with the respective local legal standards or those of specific national economic sectors, industries, and regions.

Further details are set out in 4flow's Declaration of Principles for Human Rights.

Occupational health, safety and well-being

The health, safety, and well-being of our employees are paramount. We provide a safe and healthy working environment, comply with all applicable health and safety regulations in the workplace, and encourage employees to promptly report any health or safety concerns. We also promote mental and physical well-being of our employees by providing resources for support and self-care.

Guidelines are in place for safe and effective remote and hybrid work. We encourage work-life balance and support flexible working arrangements where possible.

7. Environmental responsibility

4flow is committed to environmental sustainability. In the course of their work, team members strive to safeguard natural resources and protect biodiversity. To reduce the environmental impact as much as possible, team members plan, design and operate with energy efficiency in mind. When procuring suppliers, advertising material or external services, team members consider sustainable options that minimize waste and reduce consumption.

With the supply chain solutions we develop for our customers, we strive to reduce the carbon footprint in operations, transport and logistics.

ANNEX: Code of conduct

8. Conduct within society

Charitable donations

4flow is an active corporate citizen, and we demonstrate our commitment in a variety of ways. Charitable donations and other forms of corporate citizenship are carried out solely in the interests of the beneficiaries. We do not make any financial contributions—particularly in the form of donations or sponsorships – to domestic or foreign political parties, organizations, or candidates.

Public behavior and communication

We respect the right to free speech and the protection of personal rights and privacy. All team members are aware that they represent 4flow in both private and professional settings. As such, they are responsible for safeguarding the reputation of the company by conducting themselves appropriately in public.

9. Confidentiality and data protection

We are committed to protecting the confidentiality, privacy, and security of all sensitive and proprietary information. Employees are expected to safeguard both internal and external data and comply with applicable data protection laws and regulations, including the General Data Protection Regulation (GDPR) and similar frameworks in other regions. Data protection training is mandatory for all employees.

10. Accounting and financial reporting

We keep our financial transactions and records complete, accurate, and transparent. We have appropriate controls in place to create, store and maintain business records correctly and securely.

4flow's financial reports comply with applicable legal and regulatory requirements. Our books and records are maintained in accordance with generally accepted accounting principles and financial reporting standards to ensure the accuracy and integrity of our financial reporting.

We are aware of our financial responsibility and strive for open communication with all authorized stakeholders. We believe in the social value of transparency and try to communicate this to the outside world.

11. Intellectual property

We respect and protect intellectual property rights. Employees must safeguard 4flow's and our customers' intellectual property.

The property, installations, business documents, work tools, and other valuable material of 4flow are not used for personal purposes or made available to third parties if this would negatively affect the interests of 4flow.

ANNEX: Code of conduct

12. Implementation and communication

This code of conduct will be communicated within the 4flow Group. All employees are expected to familiarize themselves with this code and to adhere to its principles. In case of uncertainty, employees can seek guidance from their supervisor or the Chief Compliance Officer.

Upholding this code of conduct is a shared responsibility across 4flow. Managers+ are responsible for setting the tone and leading by example.

13. Consequences of non-compliance

Violations of this code may result in legal or regulatory sanctions for the affected team member, his or her colleagues, or 4flow as a company. In the case of severe misconduct, disciplinary proceedings by a regulatory body may result in a reprimand, fine, or withdrawal or suspension of authorization to conduct business for an entire 4flow entity or certain team members. Failure to comply also constitutes a breach of the affected team member's contractual obligations and may result in disciplinary actions, up to and including termination of employment.

14. Reporting and whistleblowing

We encourage all employees and business partners to report any concerns or potential violations of this code of conduct. Reports can be made through various confidential channels, including 4flow's whistleblower portal via The hive ([Whistleblowing](#)) or via our website ([Responsibility - 4flow](#)). No employee who communicates a bona-fide concern will be exposed to retaliation on the basis of such report, even if the concern proves to be unfounded. Such communication may be made anonymously. All reports will be taken seriously and investigated promptly, impartially, thoroughly, and in accordance with applicable laws and regulations. If necessary, appropriate remedial actions will be taken.

15. Contact Information

For questions or further information to this code of conduct, please contact the Chief Compliance Officer, the Compliance Department (compliance@4flow.com) or the Legal Department (legal@4flow.com).

4flow is dedicated to continuous improvement in all aspects of our business. We are committed to continuously enhancing our ethical standards and practices. By upholding this code of conduct, we ensure that 4flow continues to contribute to the long-term success of the company and the trust of all stakeholders.

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