

# Our corporate policy



With our daily actions and actions we pursue the following goals:

- Ensuring sustainable and impeccable quality for our customers
- creating and maintaining attractive and secure jobs
- Continuous reduction of environmental pollution
- Compliance with all regulations and laws

In order to achieve these goals, the Group must be kept profitable in the long term. Only if the existing resources are used sustainably can future investments be made and jobs be safeguarded.

## **Customer orientation**

A basic prerequisite for this is a high level of customer satisfaction. This is achieved by first-class quality with a zero-error target, adherence to delivery dates and deadlines and reliable service. Only satisfied customers remain with the company and form the basis for further growth.

## **Management**

Because we strive to develop further in all areas and in all topics, our focus is on a continuous improvement process. In order to operate at a high level in terms of product quality, manufacturing costs, adherence to delivery dates, environmental protection and occupational safety, it is of the utmost importance to keep all processes state-of-the-art. The economical use of resources and energy is seen as the first prerequisite. It goes without saying that all relevant laws, environmental and occupational safety regulations are taken into account. Compliance with these requirements is continuously monitored and verified in planned audits. Risks of every kind are identified and evaluated. Potential hazards, environmental aspects and economic interests of all interested parties are taken into account. We consider it a matter of course for our employees to create safe and healthy working conditions at the workplace to prevent injuries and damage to health.

Through systematic and regular procurement of information, we ensure that we can always receive and process changes and new requirements promptly. This is a prerequisite for a future-proof, process-oriented management system.

## **Employees**

Satisfied and motivated employees are a prerequisite for our success. Open communication, cooperative leadership and the integration of employees into company processes create the basis for commitment, reliability, creativity and competence. An active participation and consultation of employees in the design of safety and environmentally friendly workplaces is expressly encouraged and desired. In order to meet these requirements, we offer training and further education opportunities.

All services provided by our employees are intended to ensure the economic success of the company. To this end, we derive measurable key figures from our strategy and agree them with those responsible for the processes. The focus on the environment, health and safety at work forms the basis for this. Respectful interaction with one another is also expressly encouraged. Discrimination in any form is rejected and consistently prevented.

## **Dealing with each other in a spirit of partnership**

We constantly optimise our logistics chain and involve suppliers and customers equally in product and data logistics as well as in our daily activities. Here we always try to form the framework for a business relationship based on partnership with all interested parties. Corruption and bribery are not tolerated both internally and externally.

Ettingshausen, 21.05.2019

**Th. Subtil**  
**General Management**

**M. Subtil**  
**Environmental Management**

**S. Burkert**  
**Quality Management**