

## Company policy

Our goal is to always satisfy our customers with required products, solutions and service features, to strengthen our achieved position at the market and to carry on being successful.

To reach these maxims, we divided our company policy into the following guidelines:

1. The fulfillment of customer-specific and legal requirements in relations to the ability to supply, supplier's reliability, quality, product and job safety, energy efficiency, cost- effectiveness and environmental protection have highest priority. Active, self-dependent actions of all employees are mandatory.
2. Because of our responsibility for fellow humans, nature and environment we are, beyond statutory requirements, making an effort to economically use energy and commodities, minimize emissions and waste and to avoid pollution of soil, water and air. When procuring products and services, we carefully ensure that primarily energy-efficient products and services are procured that have a positive impact on the energy-related performance. Energy-related performance is an evaluation criterion for procurement.
3. Through the input of qualified employees and the latest production technologies, high productivity, flexibility, innovativeness and a high level of quality awareness (error prevention before error checking) we want to carry on solving customer problems and justify the trust of our customers.
4. It is our duty and challenge to question the current state and we continuously work to make the performance parameters of our products and company more robust, efficient and calculable. Our ideas and our knowledge, as well as recognized problems and mistakes are chances for innovation and improvement of our products. Our business and production processes are permanently checked, evaluated and optimized. A valuable contribution to this is made by the employee suggestion system, which encourages suggestions for improvement from our employees. We see the optimized use of our ERP system and the digitization of processes as an opportunity.
5. We bear an integrated management system of quality, environment, energy and safety at work, which we continuously adjust to new conditions and permanently improve. The contractual partners, who work at our premises, are instructed regarding the management system and are obligated to follow.
6. Our business culture is shaped by open communication, a goal-oriented, efficient cooperation and nondiscriminatory behavior.
7. The qualification and motivation of every employee are basic requirements for the success of the company. Through specific training and further education, the skills and know-how of the individual employees are constantly improved. High motivation of the employees is ensured via active information, constructive criticism, appreciation and integration in decision-making.
8. Via close contact and open communication with customers, suppliers, service providers, scientific institutions and authorities we are able to provide products and performances which correlate to the customer expectations and therefore permanently secure the success of the company.