

## Company Policy

### **Our main business principles:**

- The satisfaction of our customers is the first and foremost of our principles. From this we derive all other principles. This means: **Quality in service and partnership** – Recognizing customer requirements and fulfilling demands are a matter of course for all employees.
- The standard for the quality of our deliveries and services is determined by the client. Their judgment is decisive. This means: **Product Quality** – Providing faultless products and services based on valid standards and regulations linked to our products.
- We strive to maintain reliable, long-term, and collaborative client and supplier relationships and to take a leading position in the marketplace. This means: **Process quality** – Cooperation with clients and on-time delivery result in client loyalty and an open atmosphere.
- The processing of appropriate materials is a prerequisite for our products to meet defined quality standards. This means: **Supplier Quality** – Compliance with recognized standards and agreed commitments are the basis for the manufacture of our products.
- The responsibility for quality lies with all employees, including the management, with the goal that quality is generated, and not simply tested. This means: **Employee quality** – motivated employees with broad knowledge, deployed in a lean organization, ensure that we can cope with every situation and requirement.
- We commit ourselves to the protection and preservation of our environment for future generations. This means: **Environmental quality** – Use of modern, environmentally friendly and human-friendly manufacturing processes, as well as the use of requirements-oriented materials. Here, careful use of energy and waste prevention are a matter of course. The continuous improvement process in the environmental field is maintained by setting and implementing appropriate measures.
- The above points are embedded in closed control circuits and form the basis for the effectiveness of our processes and services as well as the profitability of our company. This means: **System Quality** – With established procedures and processes, transparency and traceability are guaranteed. By involving the employees in the design and development, we have a flexible and efficient management system, which is supported by all and constantly adapted to current requirements.