

## COMPANY PHILOSOPHY

### **Customers**

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Customer satisfaction is our top priority. It is the prerequisite for our success. We know our customers' expectations and meet them with innovative products and good service.

### **Employees**

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Success is achievable only with committed employees who act responsibly and autonomously. To motivate and support them, as well as to cultivate team-oriented work practices, is the primary task of our leaders. Women and men enjoy equal standing in all areas of our company as well as people from a range of cultures and nations.

### **Company culture**

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We take care to act respectfully, openly and fairly – inside our company as well as in our dealings with all interested parties. Our collaborations and communication are marked by trust, appreciation and transparency. We embody a contemporary management culture that gives room to innovative ideas. We make goal-oriented decisions. Every employee is fully committed to the joint interests and the success of our company. We aim for unity and consistency in our external communications. Here, the actions of individual employees are, in the first place, always guided by the overarching interests of the company as a whole.

### **Management system**

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We commit to being aware of all relevant legal provisions and customer requirements, and to fulfilling all resulting responsibilities. With great conviction we maintain a quality management system according to DIN EN 9001 and an environmental management system according to DIN EN ISO 14001. We follow the occupational health and safety management provisions according to OHSAS 18001 and energy management provisions according to ISO 50001. This enables the efficient and effective management of our company in relation to quality and occupational health and safety, as well as to energy and environmental performance.

### **Continuous improvement**

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Continuous improvements let us maintain our technological and quality edge. They make our economic survival and our growth possible through improvements to processes and by lowering costs.

### **Sustainability and social responsibility**

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Our economic activity takes place alongside social principles and environmental concerns. Our primary business goal is long-term economic success that is shared by all stakeholders. We strive for a healthy and safe work environment. We avoid environmental impacts and lower our energy consumption.