

## Corporate Policy 2024

Our ongoing commitment to improving quality, the environment, and our products and services is based on six key pillars:

### 1. **Our employees**

Our employees have a wealth of experience and expertise and are the people responsible for ensuring the quality that our company is renowned for. Continuously motivating our employees and making them more aware of both quality and environmental concerns are therefore top priorities for us.

### 2. **Customer orientation**

Our products and services must meet the requirements of our customers in every respect. Impressing our customers is our main priority. By actively supporting and advising our customers, we can identify their needs and act accordingly to ensure that they are not just satisfied but delighted. As part of this, we also commit to complying with all relevant legal regulations and guidelines.

### 3. **Economic mindset**

When manufacturing and selling our products and providing our services, we always take economic factors into account. This economic mindset forms the basis for all business activities and is essential for achieving long-term success in the market. Further benefits of having an economic mindset include secure jobs, a motivated workforce and the ability to invest in new systems and technologies. We think locally and always try to use suppliers from our region.

### 4. **Continuous improvement**

Our daily work and actions are subjected to a process of continuous improvement. This not only applies to the company itself but also to our relationships with customers and suppliers. Our continuous improvement process covers product quality, environmental awareness, as well as energy and resource management. We aim to think holistically and make improvements in all areas of our business.

### 5. **Sustainability and the environment**

Our environment is a precious asset that must be treated with care. We are committed to protecting the environment and conserving resources in every way possible. Recycling is not an unfamiliar concept to us – we recycle whenever we can. Only in this way can we consistently ensure that the resources we need remain available. Our sophisticated waste management system optimises the use of recyclable materials. A major part of this is circularity, which involves turning these materials back into high-quality products. In the long term, we are striving to provide alternative products and packaging that do not contain any crude oil.

**To protect our neighbours from emissions, all doors and windows are closed from 8 p.m. onwards. Furthermore, no goods are transported by road after 8 p.m.!**

### 6. **Ethics**

Our decisions and actions are guided by the ethical principles of our society. We advocate respect and tolerance of all religions and cultural backgrounds. This is the only way to ensure that our employees are happy and work together well.