

## Quality Policy

The quality of our work and the commitment to meeting customer requirements are directly related to the success of our company.

We have accepted the market challenge to improve the quality and environmental standards for our products.

To fulfil our obligation to maintain and improve the reputation and success of our company, management has laid out its quality policy in the form of a quality management (QM) manual.

This manual instructs all company employees to contribute to this policy and to apply the QM procedural instructions and provisions in order to implement this policy. We provide the necessary human, technical and financial resources to achieve our quality objectives.

By achieving the goals set out in the QM documents and in accordance with its corporate principles, management fulfils its organizational and monitoring obligations, thereby demonstrating its commitment to quality. The main principles are:

- providing job security for our employees and entrepreneurial independence through lasting economic success.
- Economic success can only be achieved through quality.
- Securing and building on the high-quality standard of our activities.
- Customer satisfaction is the benchmark for the quality of our work.

Consequently, both management and each individual employee have the right and duty to initiate the necessary measures to maintain and continuously improve quality.

Alongside the goals of customer satisfaction and optimal quality, we take our social responsibility with regard to the environment, safety, health and human rights seriously.

Together with our suppliers, we are working to create the necessary transparency in the supply chain to allow us to provide our customers with reliable information about the origin of the raw materials used.

If we discover conflict minerals in any of the products we sell that are financing violent conflict or human rights abuses, we will take appropriate countermeasures.

We consider the preservation of the environment to be one of our primary responsibilities. We prioritise environmentally friendly supply chains and materials.

In light of the challenges posed by climate change, we are committed to reducing our carbon footprint. We achieve this by using energy-efficient technologies, utilising renewable energy sources, and optimising our processes.

We always strive to comply with all relevant environmental regulations, as well as well as legal, permit-based and customer requirements.

Efficient and responsible use of resources as well as low-emission and low-waste processes reduce environmental impact, which we regularly monitor.

We constantly endeavour to communicate with our stakeholders (such as customers, suppliers, legislators, authorities and employees) to establish optimal partnerships and continuously improve our environmental performance.

Training and motivating our employees to continuously improve our processes and procedures is of fundamental importance to our company, contributing to cost-efficient and environmentally responsible operations.