

Guidelines

We pursue the following company guidelines:

We strive for excellence in customer satisfaction by fulfilling our customers' varied demands as well as all legal requirements and compliance obligations. Job safety, environmental protection and energy efficiency are given top priority. Our employees are our most important resource.

- ❖ **Quality is our strength.** We provide our customers with products of the requested quality and quantity, with a quick lead-time and at a fair market price. A product which has zero-defects is our goal.
- ❖ **We challenge and encourage our employees.** We give them the necessary training so that they will be able to meet the future requirements. We involve them in decision-making processes and treat them fair and with respect. We work in a team, but also need the creativity of every single person. Discrimination is not tolerated in our company.
- ❖ **We continuously improve our products and processes,** in order to increase customer satisfaction, to achieve our agreed targets and to decrease environmental stress and workload for employees. We use energy tightly focused and economical. We continuously increase the efficiency of our energy consuming systems by technical and organizational measures. Starting with the design and purchasing of new equipment and energy consuming systems – also applicable to changes and refurbishment - economic and environmental aspects as well as energy efficiency are taken into account. We provide the required information, capital expenditures and resources.
- ❖ **We research and develop** considering ecological and energy-economic aspects to be able to offer attractive solutions to our customers and to secure long-term competitiveness.
- ❖ It goes without saying that we abide by all relevant environmental, energy and labor protection laws as well as all compliance obligations and comply with formalities as well as conditions from approvals.
- ❖ **Risk management** secures the future of our companies. Targeted preventive measures to avoid accidents and to minimize exposure are the basis of our day-to-day-work.
- ❖ With objective information we want to create a brand which is trusted by the public, our customers and our external partners.

We all have a personal responsibility for safeguarding and promoting the reputation of the FLABEG Group.