

## Corporate Policy

The reputation of the Corporate Division Diehl Metall among its customers is based to a large degree on the high quality and ecological compatibility of its products and services. Continuous improvement is thus an essential corporate goal. This forms the foundation of our financial and legal independence as well as our future viability. From this self-conception we can derive the following, overarching corporate policy for all our locations in the Corporate Division Diehl Metall:



### Customers

- We achieve a very high degree of customer satisfaction and, due to the quality, sustainability and reliability of our products and services, we remain the partner of choice for our customers.
- As a proficient technology partner, we understand the individual requirements of our customers and implement these in a consistent manner to integrate our products seamlessly into customer processes.
- Our system expertise supports our customers in an integrated quality approach.



### Suppliers

- We view our suppliers as an essential part of our value-adding chains.
- We actively incorporate our suppliers into our management systems for occupational health and safety, quality, energy and the environment. In view of the common goal of achieving high performance, we expect continuous improvements in terms of occupational health and safety, the zero-defect strategy, as well as energy and environmental efficiency.
- In return for outstanding quality, we offer our suppliers long-term prospects for cooperation.



### Employees

- Our quality, efficiency, environmental and safety claim applies for all employees at all locations worldwide; we ensure compliance by means of regular training, instruction and audits.
- Our operational processes are prevention-driven with a view to ensuring safe and healthy working conditions for our employees, and are continuously reviewed and improved to minimize risks. All employees are called upon to prevent work-related injuries and illnesses and to comply with applicable laws and regulations. To this end, we consult and involve our employees or their representatives.
- In our respectful, constructive and reflective communication culture, the knowledge and capabilities of each and every employee are required to drive forward the continuous improvement process.
- Every manager views the management of occupational health and safety, quality, energy efficiency and environmental protection as a leadership task, and acts in accordance with this guideline as well as with the pertinent regulations.



### Processes

- We design effective and efficient processes together. We protect resources and avoid adverse environmental impacts through the use of ecological and cost-efficient technologies.
- We regularly measure and analyze our processes using defined KPIs relating to occupational health and safety, quality, energy and the environment. In line with defined goals, we plan and implement continuous improvements of the management systems, the results of which we assess on a regular basis. To do this, we make the information and resources available that are necessary for achieving our goals.
- We place great emphasis on risk prevention instead of troubleshooting, view planning as an integral part of product development processes, and proactively reduce waste in line with "lean" principles.
- We are committed to complying with the binding obligations that apply to us, which among other things help to ensure health and safety at work, our high quality standards, efficient use of energy, as well as protection of the environment and our employees. In this way, hazards are eliminated and risks minimized.



### Sustainability

- Our products are characterized by ecological harmlessness and sustainability. We place great value on ensuring that a high percentage of the input materials required for manufacturing our products has been recycled. Our goal is to avoid or reduce waste, or to recycle it.
- For a trusting relationship with the public, we inform our interested parties, as required, about our processes and their impact on our environment.
- We are committed to the continuous improvement of our performance in terms of occupational health and safety, energy and the environment by seizing all opportunities for ensuring that plants/sites, equipment, systems and processes are specified, designed and procured in a safe, energy-efficient and environmentally sound manner.
- By creating a group-wide sustainability report and addressing recognized sustainability ratings, we meet the requirements of interested parties and provide transparent information about our processes and their impact on climate change and the environment.

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