

## The customer – our partner

The quality of our products and services is the basis for our business success. For us, quality means meeting both the expressed and unspoken demands of our customers and interested parties in the best possible way. In this respect, the quality of our products and services is an important criterion for the purchase decision, order placement and a long-term customer relationship. We always act in the interest of our customers and interested parties and want to be perceived as a reliable partner by all.

## Errors

We consistently eliminate sources of error and wastefulness of all kinds. The basis for this is systematic and transparent error recording and analysis. Error prevention has a higher priority than eliminating errors that have already occurred. Despite great care, errors may occur. We do not look for persons to blame, but analyse and eliminate the causes of the errors.

## Environmental protection and sustainability

It is our task to keep the effect of our company on our environment as low as possible, to avoid negative environmental impacts and to continuously reduce the ecological footprint of our company. We therefore pay special attention to saving energy and raw materials and also demand this from our suppliers. We regularly assess the environmental impact of our processes and products and derive improvement measures from this assessment. Compliance with legal regulations is a matter of principle for us.

## Occupational safety and health

All supervisors are obliged to continuously improve the safety and thus the health of employees at the workplace, to prevent accidents, to identify and minimise hazards and to design workplaces ergonomically. To ensure this, we have implemented an occupational safety and health management system that is permanently being further developed with the involvement of all affected areas.

## Opportunities and risks

As part of our risk management, we assess potential risks in all processes at an early stage and initiate necessary measures to minimise them. Significant risks are responded to immediately and appropriately via defined communication channels. We consider opportunities to be aspects that have a preventive character and thus avoid errors, accidents and negative environmental impacts or open up new possibilities.

As part of the regular risk assessment, we have defined potential emergency scenarios and determined what is to be done in such cases in order to be able to react quickly and in a targeted manner.

## Processes

All processes are transparent and clearly defined. They are subject to a continuous improvement and development process to continuously improve their efficiency, environmental performance, health protection and customer satisfaction.

## Employees

Every employee is responsible for the quality of his or her work, his or her own health and safety, and for complying with and implementing existing regulations. Our employees recognise the importance of their personal contribution to the success of the company. We support them by positively designing their workplace, taking into account all safety-related aspects. We involve all employees in brainstorming and problem solving. Through targeted further training measures, they should also be able to cope with future tasks.

## Suppliers

We maintain a relationship with suppliers based on partnership. Value for money, quality and adherence to deadlines are prerequisites for successful cooperation. In case of deviations, we expect sustainable improvement from them. Together with our suppliers, we work to build sustainable supply chains and thus continuously minimise CO2 emissions within the supply chains.

## Compliance

As an internationally active company, R. STAHL Group enjoys an excellent reputation among the public, business partners and employees. Maintaining this reputation is our top priority. We therefore value integrity and have a high standard for ethically impeccable, legally and rule-compliant action. With our Code of Conduct, we commit ourselves for the R. STAHL Group to this claim and our responsibility towards our business and social environment as well as towards our globally active employees. Violations of the Code of Conduct, as well as incitement to violate it, will not be tolerated and will be consistently pursued and punished with all available means.

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