



## Quality and Environmental Guidelines

### Our customers

Our customers should receive innovative, high-quality and eco-friendly products that prove their value, together with the best possible services all over the world. As such, the most important task of our company is to precisely determine and observe all the expectations and requirements of our customers both today and for the future and to meet these in both economic and legal terms.

### Our suppliers

The close and partnership-based co-operation with our suppliers and the transfer of our quality and environmental objectives into our purchased parts ensure the high quality and eco-friendliness of the E.G.O. products.

### Social responsibility

The public is an important and incorruptible observer with respect to environmental protection and product quality. We therefore feel obliged to provide comprehensive information about our efforts on our own initiative. Openness, willingness to engage in dialogue and consciously exercised responsibility are the benchmarks for this.

### Our employees

All employees are responsible for the quality of their work and for acting ecologically. From the outset, we carry out our work properly. To this end, we encourage a sense of responsibility among our employees through targeted education and training at all levels. The board, managers and employees are supported by the relevant officers with initial training in quality and environment-related measures and in the implementation of these.

### Our products and processes

With high-quality, eco-friendly products and production processes, we actively contribute to the long-term conservation of an environment that supports life. Our aim is to reduce the environmental effects of the production and our products to an economically reasonable minimum. This includes us consistently taking into account and pursuing technological and ecological findings in the development of new products and services and in the optimisation of those that are already in existence. In our processes, we use modern, preventive methods to ensure the best possible functionality, quality and efficiency.

### Continuous improvement

Quality and environmental protection do not emerge overnight. They demand prolonged efforts to develop better and better, more effective products and processes. We set ourselves targets and are continuously optimising our products and processes in order to continue to improve on what has been achieved.