



High-tech since 1931.

FOR ME  
FOR YOU  
FOR US

Guidelines of the E.G.O.-Group

**Dear employees, partners and companions,**

The world is turning on its axis and seems to be changing ever more quickly: what was high-tech yesterday is almost antiquated by the next day. Opinions change and values have become more flexible and are adjusted to meet particular needs. It is therefore important for the employees of a company to develop a common understanding and be able to rely on it.

The E.G.O. Guidelines can be traced back to the characteristics that Karl Fischer personified as the company founder, as a businessman and as a successful engineer. They form the foundation of values underpinning the company. In line with E.G.O.-Group's tradition of basing new developments on past foundations, the 2019 Guidelines stem from the 1998 and 2011 Guidelines.

You are holding the new E.G.O. Guidelines in your hands right now. As well as describing our values, they represent a guide and a non-hierarchical code of conduct for every individual in the company. They describe what is important to us – particularly in terms of personal interaction with colleagues, other employees, superiors and business partners – and what we can be relied upon to provide.

We are all bound by them and the E.G.O. Guidelines represent an obligation – no matter at which location and regardless of the function. Let's carry the values of the company forward together and in doing so further consolidate the foundations of the E.G.O.-Group and of the future of all of us.

A handwritten signature in black ink, appearing to read 'Dirk Schallock', written in a cursive style.

Dirk Schallock  
CEO of the E.G.O.-Group



## 1 // WE ARE HERE TO SERVE OUR CUSTOMERS.

**We are strongly customer-orientated on an individual level.**

Only when we understand the customer's needs can we fulfil them in a targeted way that is appropriate for the market. To this end, we have to be reliable suppliers and the first point of contact for our customers – for all concerns, requests and ideas.

We can only be successful if we work together with our customers. That's why we are entirely focused on them – ForCustomers.

## FORCUSTOMERS

## 2 // WE CREATE SUCCESSFUL IDEAS FOR TOMORROW.

**Growth secures our survival.**

Without technical progress, we will not continue to develop. Without continuing to develop, we will not grow.

Making people's everyday lives easier with useful products – that is the driving force and the motivation for our pioneering spirit and our wealth of ideas.

Together with environmentally-friendly and energy-efficient technologies and products which are based on people's needs and are high in quality, we can secure the growth of the E.G.O.-Group.

We therefore cannot afford to ignore any of these parameters in our evaluations and considerations – ForGrowth.

## FORGROWTH

# FORSUCCESS

## 3 // OUR ACTIONS ARE ECONOMICAL-LY SUCCESSFUL.

Success gives us the freedom to act that we need.

Only through economically sound professional conduct can we fund our strategic aims and growth independently.

Being economically healthy is a key requirement for remaining independent in business. The company can only invest in the future what it makes today. We therefore avoid waste and act as if E.G.O. were our own business. Our actions are always based on profitability and usefulness, allowing us to ensure that E.G.O. is prospering and therefore so are we – ForSuccess.

# FORQUALITY

## 4 // WE DELIVER QUALITY. EVERY TIME!

Quality is when the customer returns, not the product.

The highest quality is a matter of course for us and our customers. In order to maintain this high quality standard as a minimum, we carry out our work correctly from the start and do not shy away from pointing out errors or defects internally so that we can find the best solutions together. We see zero ppm as a motivation always to do a little better. Internal justification of a problem is not our focus, but its solution.

We therefore constantly ask ourselves where we can improve, and we are satisfied only with the best results – ForQuality.



# FORCHANGE

## 5 // WE EMBRACE AND SHAPE CHANGE.

We use change to our advantage to develop continuously: our abilities, our organization and, last but not least, our market position.

We see changes as opportunities for permanent improvement and therefore help to shape change actively and consciously. We are open to new ideas. We use them and apply the best of them to products, processes and content. We are willing to learn and implement essential changes quickly and we take responsibility for doing so.

We want to be better today than we were yesterday, and tomorrow we want to be even better than we are today!

We therefore offer an open and trusting environment that promotes change and facilitates transformation. – ForChange.



## 6 // WE ARE E.G.O.'S BEST ASSET.

The company can perform well only if its employees identify strongly with it.

## FOREMPLOYEES

Our company lives and breathes through committed employees who communicate in an open and non-hierarchical way. We learn with and from one another and share information. Managers are role models who ensure respectful and fair interaction and encourage and make demands of each individual according to their specific skills. We therefore all stand together, pursue the same aims and support one another – ForEmployees.

## 7 // WE THINK AND OPERATE BEYOND NATIONAL AND CULTURAL BORDERS.

Openness allows us to respond to new and unfamiliar ideas and suggestions without prejudice.

## FOROPEN MINDEDNESS

As an international company, we have a presence throughout the world and view different cultures and different needs as an opportunity and enrichment. Tolerance, openness, and inquisitiveness toward other values and customs allows us to become a single large community.

We adjust to cultural circumstances – always on the basis of our values and our corporate culture.

We therefore think globally, manage regionally and act locally – ForOpenMindedness.



# FORNEEDS

## 8 // WE CREATE VALUES AND UP-HOLD THEM.

Marketing is targeted and therefore creates recognition for the E.G.O. brand.

We analyze the market, our competitors and our customers regularly and carefully and then implement our requirements and concepts accordingly – proactively, quickly and carefully.

We are proud of our E.G.O. brand and make full use of it within the limits of corporate design. We see new technology as an opportunity to improve information sharing and communicate even more effectively.

We therefore continuously adapt our marketing practices and communications to any new needs – ForNeeds.

# FOR SUSTAINABILITY

## 9 // WE ARE AWARE OF OUR ENVIRONMENTAL, ECONOMIC AND SOCIAL RESPONSIBILITIES.

For us, sustainability is not a buzz word, but has been an all-encompassing way of life for decades.

In our view, sustainability means striking a balance between economic, environmentally friendly and social aspects. Even when developing products and defining processes, we are on the lookout for environmentally friendly and energy-saving concepts that are economically viable and offer benefits for all users. In this way, we work sustainably and improve continuously.

That's why we look after our environment, both locally and in the wider sense – ForSustainability.

# FORUS

## 10 // WE ARE RESPONSIBLE FOR THE ENTIRE COMPANY.

Taking responsibility for ourselves and thus for the E.G.O. family means supporting one another and putting the interests of the company above individual or divisional interests.

We are aware of our obligation to question and improve our conduct and actions every day. We keep our promises and have a sense of responsibility for our work. Rigid compartmental thinking is alien to us. We are not in competition with other sites, divisions or people. Everyone in the E.G.O. family plays their part in taking all of us forward together. We don't just talk about problems, we solve them together.

We are therefore all responsible for the development of our company – ForUs.



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