

Company and Quality Policy

Highest quality, reliability, service and customer orientation all around passive construction elements are our priority. A "mix" of junior and senior employees ensures that new techniques and changes, as well as many years of experience, are incorporated into both products and processes.

Our main guideline is customer satisfaction and confidence.
This means in particular:

- Achieving customer satisfaction by quality and adherence to delivery dates, i.e. we give priority to quality and reliability of our products and services over other aspects.
- Gaining and retaining new customers.
- Open communication, admitting mistakes and making joint efforts to eliminate and prevent them in the future.
- Continuous improvement of products as well as production and testing processes.
- Creating transparency by defining internal procedures and knowing the structure of time and costs.
- Expanding knowledge of employees through promotion and training.
- Exchange of experience through regular meetings.
- Dealing respectfully with customers, suppliers, service providers and employees.
- Adherence to and improvement of occupational safety measures for the protection of our employees.

The quality of our products is a decisive cornerstone in achieving customer satisfaction. Our benchmark is the quality requirements of our customers. Every year we determine concrete goals and check whether we have achieved them. We review if our corporate and quality policy is still appropriate or if it needs to be adapted to new requirements.

Our principles, the processes to be followed and the measures for auditing and improving our quality management system have been specified in a manual.

Each and every one of our employees shares responsibility for achieving our quality goals. Creating customer satisfaction and trust is a team effort.

Our policy can be briefly summarised as follows:

- **reliable** -
- **open and honest** -
- **fast and thorough** -
- **flexible** -

Furthermore, we are committed to using the natural resources of water, air and soil with care. Our motto for the use of materials, substances and energy is: reduce, reuse, recycle.