

# Our quality and environmental policy

... helps to define our objectives with regard to the services we provide and the expectations placed in us by interested parties (e.g., customers, shareholders, legislators, etc.).

## Market and customer orientation

... is important to us for identifying and fulfilling customer expectations. This leads to satisfied customers and ensures the existence of our company! All processes involved in consultation, the bidding phase, development, production and in service are constantly being optimized to ensure that we always meet the requirements of the market and those of our customers as well as with regard to a resource-conserving and proportionate use of all energy sources.

## Employees

... are the people who contribute to the success of Leuze and to the protection of our environment! We recognize this awareness in the personal commitment of each individual and in the interest they show in their work. Our employees are therefore supported as best as possible according to their personal abilities and are utilized accordingly. Continuous training and learning as well as the willingness to change are key topics here.

Mutual respect, team spirit and cooperation, reliability as well as trust define how we interact with one another. These are important prerequisites for effective communication and customer perception.

## Processes and technology

... are at the focus: error prevention instead of error correction! The constant analysis and improvement of our processes form the basis for error prevention. With every identified risk comes the opportunity to implement suitable measures to thereby improve and stabilize business processes. The use of state-of-the-art and proven technologies contributes to our high product quality and sustainable competitiveness.

We consider our products, services and capital goods along the value chain familiar to us and optimize these over their entire lifecycle. Making an important contribution here are our suppliers, who satisfy our quality and environmental standards and who themselves are willing to assume responsibility for quality and the environment. With respect to investments and construction projects, the use of primary and secondary energies is generally examined.

In addition to the commitment for the implementation and continuous improvement of the quality and environmental management system in accordance with ISO 9001 and ISO 14001, adherence to the legal and normative requirements as well as the expectations of interested parties are a matter of course at Leuze.