

## Corporate Guideline

The policy set forth below was developed by the management, the heads of department, the specialist representatives and the management representative. At the same time, we appropriately made allowance for the wishes of our business partners.

The policy is communicated comprehensibly for every employee throughout the whole company, and everyone in the company is called upon to play a part in successful implementation.

### **Customers**

Since the founding of the company KIESOW more than 90 years ago we have aligned our supply range to the wishes of our customers and hence secured for ourselves a reputation of our own in our sector. As a medium-sized family-managed company we want to maintain this position as one of the leading independent system suppliers in the field of mechanical and chemical surface treatment. Following our principle "Everything for surface technology", we supplement our supply range with products that can be meaningfully brought into line with this philosophy. We also provide our customers with tailor-made processes for economical production. For us quality is more important than allegedly low prices.

We understand service and support as a service for the customer for the purpose of long-term, partnership-like cooperation. Qualitatively high-grade products are an essential pre-condition for production reliability and the success of our customers. Hence our employees in sales field service perform, together with the product managers, a central function in our company. At all times, they support customers with advice and assistance and are, moreover, through their presence in the market, an important source of information for the further development of our products also from the environmental and safety points of view.

### **Employees**

Profit-oriented working and cost-conscious, sustainable action are essential prerequisites for growth and investments and serve to safeguard and to create jobs. We integrate our employees into major decision-making processes and constantly make them aware of the importance of our corporate principles. Jointly we improve internal procedures also in the best interests of our business partners. The reliability of our plants and work equipment is, in this case, of especial importance also regarding the occupational safety of our employees.

### **Environment and Safety**

Environmentally and safety-oriented action and the maintenance of legal conformity is a constant commitment for us. In production we are ensuring the minimization of emissions as well as the economical use of resources and in development we make sure that, as far as possible, environmentally friendly raw materials are used. We assess our environmental services and our safety status at regular intervals and deduce improvement measures. All the products are also assessed and classed by us from ecological points of view. We have an open dialogue with the interested public and approval institutions. Together with the authorities we also lay down processes and measures in order to keep the impact on the environment, safety and health protection as low as possible in the event of an accident or an incident. Within the scope of our development work, the safety aspects of all new activities, products and processes are assessed in advance. We pay special attention to the best available technology and the safe and reliable design of our production and warehousing facilities. By means of continuous checking, servicing and maintenance of the plants and equipment, possible incidents are to be minimized and accident or incident-induced effects are to be avoided or limited.

### **Suppliers**

We strive for partnership-like cooperation with our suppliers. Together we are working towards constantly optimizing delivery qualities and reducing the influenceable environmental effects.