

## **Company policy**

### **Quality**

The quality of our products is a crucial factor for the success and market position of our company. Every product manufactured in our company has to meet not only the commercial but also the technical and qualitative requirements of our customers. Customer satisfaction and product safety during the entire product life cycle are ensured by our after-sales support. Our products achieve an almost unlimited lifetime.

The TSL-ESCHA process management contains binding guidelines according to which the employees and all sub-suppliers have to promote the constant improvement of the quality with the goal of a zero-defect-rate. It is updated by a permanent change service. It should also serve to clarify that the quality in our company is not a job of an individual or a department, but the result of successful cooperation of all departments for the benefit of our company and in the interest of our customers. For implementation, process owners have been defined in all divisions and a management representative appointed. All of these together form the quality and environmental management.

The yardstick of our actions in questions of quality is the assessment by our customers. The basis of the TSL-ESCHA quality philosophy is the principle of continuous improvement. This is done through the use of advanced technology, controlled processes and a modern quality management system. It is our goal to be a leader in quality with our products. To increase the quality and environmental management measures, we offer individual training and further education programs for all employees.

### **Environment**

We want to make a contribution to reducing the unavoidable environmental impact caused by an industrial nation like Germany. We have set ourselves the goal of fully exploiting the recycling potential of waste in order to preserve natural resources and landfill space as far as possible. In doing so, we strive to fully meet the needs of our customers for environmentally sound and at the same time economically optimized problem solutions.

We endeavor to reconcile the interests of economy and ecology. This is achieved by the realization of savings potential in the use of resources, the replacement of environmentally hazardous substances, the prevention, reduction and recycling of waste, waste water and emissions and the use of the best available technology, as far as this is economically justifiable. The basis for this is the systematic recording and evaluation of the environmental impact.

By tracking, updating, and regularly reviewing changing regulatory constraints, we ensure that we comply with and respect relevant laws and regulations.

We see it as our task to continuously improve our environmental performance. The improvements relate to environmental impact, environmental management and products. This means that we have to evaluate in advance new products with regard to their environmental impact within our capabilities. Our own employees and external companies working on the site are informed about our

environmental policy and are included in our activities. The public will also be informed about our environmental protection.

With this constantly improving range of instruments, we are sure that together we will continue to successfully develop our company in the future. The quality and environmental policy is monitored for its appropriateness and quality and environmental goals are derived from this.