

Our business principle is to create a working environment that enables us to meet the needs, expectations and wishes of all interested parties. Compliance with all legal and official requirements is a matter of course for us. We want to improve the quality of our products and services by making more effective and more sustainable use of human, natural, and technical resources. To achieve these objectives, we have established the following guidelines for our company.

Occupational health & safety: *Healthy and safe*

- Regularity and cleanness are the requirements for safety and quality
- All employees constantly ensure that they and their colleagues comply with all health and safety regulations and draw one another's attention to possible dangers.
- Minimise the use of hazardous substances.
- Check-ups by the company doctor.
- Pursuing measures arising from accidents / accident meetings.
- Adapting personal protective equipment to new requirements and using improved materials.

Environmental protection: *Green and clean - 100% recycling*

- Exhaust gas and waste water treatment facilities are constantly optimised and gradually adapted to modern techniques. Reducing levels and concentrations of exhaust gas and waste water is constantly at the forefront of the way we conduct our business.
- All recorded sources of emissions are monitored continuously and/or intermittently.
- All systems are operated safely, their condition improved and constantly optimised.
- Where necessary, all systems are approved in accordance with BImSchG.
- Everyone holding a position of responsibility is advised of changes to relevant laws, regulations and requirements.
- The generation of waste is reduced by means of recycling and other measures.
- Where it is ecologically sensible to do so, unavoidable waste must be separated and recycled.
- All non-recyclable waste is disposed of correctly and in an environmentally-neutral manner that can be verified as such.

Quality management: *Continuous improvement for sustainable success*

Sustainable success can only be achieved if we have satisfied customers.

Working together with Sales colleagues, the necessary customer proximity is ensured through direct customer contact, market research studies and market research evaluations.

Customer information is incorporated directly into product quality design. The quality of products and services is constantly improved with the objective of:

- securing and increasing our market competitiveness.
- continuously improving customer satisfaction levels.
- creating full transparency of all processes and procedures by means of appropriate documentation;
- increasing the effectiveness of production and of company organisational processes;
- living out a customer-supplier relationship inside the company as well as outside it; i.e. the colleague who carries out the next stage in a process is the customer of the colleague who carried out the previous stage. This ensures internal customer satisfaction, which is a prerequisite for external customer satisfaction.

Energy management: Less is more.

JL Goslar is committed to reducing its energy consumption over the long term and to increasing its energy efficiency and its energy-related performance in a continuous improvement process. One of the company's main objectives is the continuous optimisation of energy efficiency, energy use, the energy management system and process technology using the best possible technology. To do this

- information aimed at achieving energy-conscious behaviour in the workplace is passed on to service providers / outside contractors;
- energy is used sparingly and responsibly in the company, in order for energy resources to be consumed within the company in a manner that is compatible with the sustainable use of resources;
- our products are manufactured in energy-efficient units or by means of new processes in the field of production and product processing, whose energy efficiency is assured;
- energy aspects / energy data are regularly determined and verified;
- technical measures to promote energy and cost efficiency in the production units and during loading processes, are correctly introduced and implemented.
- the most energy-efficient possible products and services are used and energy-related services are taken account of in long-term planning;
- energy performance is assessed in a management review.

Safety Let's make sure it's safe!

Information in general has become an important competition factor. The protection of relevant information as well as that of machinery, equipment, buildings and company premises therefore requires special care. This is achieved by:

- having a comprehensive access control system for the premises;
- identifying vulnerabilities and reducing them by means of technical and organisational measures;
- adhering to regulations designed to secure the company's IT network and all data;
- noting and evaluating security incidents, as well as establishing measures necessary for the prevention and minimisation of the risks identified.

As a management team, we undertake to:

- exemplify the company's policy;
- ensure our employees are trained to a high level by means of suitable regular training measures;
- secure and expand process capability by means of appropriate investments.

We ourselves and all our staff undertake to constantly live out the guidelines of the company and to participate in developing them further. In order to achieve lasting improvements it is necessary to encourage an active approach. We need an environment in which all employees are involved in the determination and implementation of improvement measures and corrections. We must equip our employees with the means to allow them to act properly in the event of a hazardous situation and thus be able to take control of the dangers affecting themselves, other employees, the environment or our commitment to quality.

Ilseburg, den 14.8.2018



The management of TAMURA ELSOLD GmbH