

# MANAGEMENT POLICY

Our organization has committed itself to manufacturing high quality products and delivering services which meet or exceed customer requirements and satisfy applicable, internationally recognized standards and specifications\*. We achieve customer satisfaction through integrity and by honoring our commitments, and thus support our customers in achieving their goals and objectives.

We ensure the future success and sustainability of our business through the efficient use of resources; goal-oriented, continuous improvement; protection of the environment; and compliance with all applicable laws – all, while ensuring the highest possible level of safety for our employees.

We successfully achieve these goals through four key areas: quality, safety, environment, energy conservation (efficiency) and asset management.

**Quality** means to us:

- Flawless products and services
- Customer satisfaction through customer orientation and fulfilment of customer requirements
- Flexibility and reliable delivery

**Safety and health protection** means to us:

- Technical: safe work places, working equipment and installations, appropriate protective equipment
- Organization: creation of awareness, ongoing safety programs and trainings
- Behavior: safe, and role model behavior at all levels
- Health promotion

**Environment protection** means to us:

- Conservation of resources
- Minimization of emissions and avoidance of impact on the environment
- Continual improvement of the environmental performance

**Energy management** means to us:

- Increase in energy efficiency – reduction of energy costs
- Use of renewable energy
- Recycling management and sustainability

**Asset management** means to us:

- Cost minimization of assets for the whole life cycle
- High availability of the asset portfolio
- Highly trained employees for the installation and maintenance of assets

We ensure the effectiveness of our Management System through excellent qualifications, a high level of personal responsibility, and the extraordinary commitment of all employees, as well as by making all necessary resources available.

\* ISO 9001, API Specification Q1, ISO 14001, ISO 45001, ISO 50001, ISO 55001

  
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Graller-Kettler

Kindberg, October 2019

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ONE STEP AHEAD.