

CORPORATE POLICY OF THE ZOELLER GROUP

Management specifies corporate policy and guidelines for customer relations based on the corporate strategy of the ZOELLER GROUP.

All employees are required to observe the following corporate policy:

SUCCESSFUL THROUGH SATISFIED CUSTOMERS

Our customer's expectations are the basis of our quest for constant improvement and improvement of our processes and products. It is from this good partnership with customers and suppliers that we produce and deliver high-quality products in the field of lifters and bodies of refuse collection vehicles.

Our goal is to always provide to our customers the high level of performance they expect in terms of customer focus, quality, cost and response time while at the same time complying with all relevant legal requirements for product safety, occupational health and safety and environmental protection.

CORPORATE SUCCESS THROUGH DEDICATED EMPLOYEES

Commitment, competence and a sense of responsibility by employees are the keys for the long-lasting success of the company. Our employees contribute their ideas and experience on the basis of team work and proposals for improvements. In return, the company recognises the importance of this by continually providing updated training.

CONTINUOUS IMPROVEMENT

Competence coupled with flexibility and speed has won the respect of our customers and by this we prove that ZOELLER is a customer-oriented and innovative company. To continuously improve quality and protect the environment, we set objectives and monitor their implementation. We respond to our customer's feedback and use complaints as an opportunity for improvement.

RESPONSIBILITY FOR THE ENVIRONMENT, OCCUPATIONAL SAFETY AND HEALTH PROTECTION

Our goal is to impact the environment as minimally as possible during the manufacture, storage, transport, use and disposal of our products and systems. This relates in particular to the sustainable use of natural resources and reduced environmental pollution. Each employee is requested to personally contribute by considering their own work impact on all aspects of environmental protection and work safety.

Our commitment reaches beyond maintaining only legal requirements. We strive to continually reduce the environmental impact of our products and services, and improve occupational safety and health protection. In addition, we strive always to meet all relevant rules and laws. Our Compliance Handbook is the guideline for this. Should there encounter any differences are immediately taking steps to eliminate this as quickly as possible.

In the implementation of this corporate policy, management defines the overall objective and breaks this down to short and medium term objectives and measures at the employee level (Quality and Environmental objectives). Where possible, these goals are quantified and scheduled and their fulfilment is the responsibility of each employee.

All employees are required to participate in the implementation of the corporate policy and corporate goals, and management will regularly monitor the objectives and incorporate results into the management assessment. The necessary information you are able to find at the documentation system on Share-Point. The context of the organization provides an overview about the company and highlights quality and environmental aspects.

Mainz, 21.02.2023



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