

COMPANY POLICY

BTS Befestigungselemente-Technik GmbH [BTS Fastening Elements Technology] is a medium-sized firm with a reputation for flexibility and reliability as a partner of its customers and partner-like employer of its staff.

Our top priority in terms of customer orientation is customer satisfaction.

On-schedule delivery, fulfilment of customer expectations and quick and flexible responses to customer wishes are the key objectives in our processes. Company management and all responsible departments and persons in addition create an organisational framework for the determination, evaluation and implementation of all applicable requirements within the organisation. We thereby ensure that no relevant preconditions and expectations are infringed by our firm, especially in relation to legal and official requirements.

The services we offer our customers include the manufacture and provision of fastening and connection elements. We aspire to competent and controlled processes and realise this through evaluation of customer processes and continuous supervision. We strive for faultless performance at all times through a pro-active quality assurance programme. We utilise negative events, identified risks and opportunities for optimisation in our constant process of improvement.

Each employee is informed on this policy and contributes through their actions and assigned responsibilities to its realisation. It is thus the duty of each employee to shape customer focus pro-actively by producing error-free work and promptly reporting causes of deficiencies and waste, as well as opportunities for improvement.

The utilisation of opportunities and realisation of improvements are an ongoing and pro-active requirement of the entire organisation. All company employees and responsible departments are required to participate pro-actively in the context of their competencies and capacities. This applies in particular to pro-active development of the annual company and quality goals.

Re our Company Mission Statement:

High quality standards result from the personal competence and motivation of each employee and the process efficiency thereby achieved. The promotion of awareness of quality is a paramount leadership task, but is also required of all company employees. Only if we - **i.e. everyone without exception** - operate in a pro-active, engaged, attentive and sustainable way can we be successful in our cooperation.

- Quality does not mean being confronted with the question, "**How could that happen?**" but rather validation with praise: "**Good work!**"
- Quality means identification of the causes of deficiencies and waste (and also dissatisfaction) and their permanent elimination through collaboration
- Quality does not signify monotony and disinterest, but instead engaged and motivated participation with an appreciation of our community
- Quality means the identification and sensible handling of risks, as well as awareness and active utilisation of opportunities
- Quality is a synonym of **success**

These are the reasons we promote and insist on all those measures which lead to the consolidation of competence and knowledge, as well as to an increase in motivation and engagement. Quality is the product of lived, shared understanding. We are thus bound by compliance with all applicable legal and official regulations, as well as any other relevant requirements.

Life and health are the highest goods. All company employees and authorised departments are responsible for upholding these values. This applies to discipline in one's own actions and to observance of rule compliance.

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In the knowledge of our collective responsibility, we appeal to all employees to act carefully and sustainably in using resources such as energy and materials and to comply with familiar aspects of environmental protection. By way of explanation: each value-creating output which is not purposefully utilised wastes resources and will furthermore lead to financial losses.

We are not a lone economic actor. We benefit from our external partners' innovations, range of services, customer orientation and success. For this reason, we strive for performance-related cooperation, especially with supplier firms and service providers which positively meet our requirements. In so doing, we will form a strong chain of companies acting "hand-in-hand", including our customers.

Our customers are the guarantors of our economic survival. In contrast to factors which we cannot influence in our markets, we can bind customers in the long term by means of satisfaction. Each of our competitors envies our successful, partner-like and efficient customer cooperation. Our goal is never to lose a customer to competitors through our own fault.

More specifically, and as a requirement of all company employees:

We must:

- know what makes customers satisfied and how satisfied they are!
- be important and valuable for our customers!
- know what satisfies us in collaboration with customers and how to gain more of such customers!
- strive permanently to realise solutions and results in which our competition is failing!
- learn continuously, develop ourselves further, use market opportunities pro-actively and be financially successful!

Customer preferences are therefore not a nuisance, but rather a challenge and an opportunity!
Customer orientation with the goal of customer satisfaction is a synonym of **success!**

Friedbert Theis
Company Management

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