

Management policy

The corporate policy of **ALD Vacuum Technologies GmbH** pursues long-term objectives. For our company, long-term means permanently adapting to changing market conditions and customer requirements. This also means maintaining and constantly improving the Integrated Management System by means of systematic monitoring and preventive measures. Only by constantly satisfying our interested parties will we remain in a position to operate on the market in a customer-oriented manner, so as to ensure economic success and job security. To ensure that every employee of our company, as well as persons who carry out activities under our supervision, consider customer orientation to be the top priority in their daily work, guiding principles have been set up as company maxims and communicated throughout the company.

- **Customer satisfaction is our most valuable asset!**

The main objective of all activities in our company is to satisfy the expectations of interested parties with regard to our company and our services. This applies to every employee of the company and his or her workplace and not only to employees in direct contact with customers.

- **For us, quality means that every customer has a right to receive the best support!**

Quality is the basis for customer satisfaction. It is defined by our interested parties. We must therefore constantly strive to not only maintain our current standards, but to continuously improve them – with regard to our quality, including processes, products, services and cost-effectiveness. In addition, applicable requirements from binding obligations are fulfilled.

- **The organisation of our company is focused on the requirements of our customers!**

Through an efficient organisation of our company, we aim to avoid mistakes in order to meet our quality requirements and thereby increase the economic efficiency of our company. Both factors initially benefit our interested parties but also secure the long-term survival of our company and therefore the jobs of all employees.

- **Our qualified team is motivated and organised at all times!**

First and foremost, our quality depends on the qualifications of our employees. Through continuous training and education we enable them to fulfil their tasks independently and to the highest quality standards. In order to ensure a continuous increase in quality and economic efficiency, managers and employees alike are required to create a working environment and working conditions that have a stimulating and motivating effect on their daily tasks.

- **Active ecological awareness is part of a good company!**

As our daily business also includes a large number of environmentally relevant activities, it is only natural that we should handle work equipment properly, avoid or reduce environmental impact and minimise energy and resource consumption in order to protect our environment. In addition, the management system meets the current binding obligations.

- **Occupational safety and health protection in our company!**

Occupational safety and health protection are an integral part of our corporate culture. They are an expression of our responsibility towards our employees and at the same time boost our competitiveness. This is because safe and healthy working conditions contribute greatly to motivating employees. In this way they improve the quality of services and reduce direct and indirect costs.

Our primary goal is the prevention of accidents, occupational health issues, work-related health hazards and the prevention of environmental and property damage. We also record and evaluate all accidents at work, including near misses, and try to derive preventive measures from the results.

Economic considerations do not take precedence over the safety and health of our employees. Our target is "zero accidents". In this context, prevention, hazard identification as well as risk assessment and risk monitoring have a high priority.

15.10.2018