

Our commitment within Heinze Group comprises:

- ⇒ Safeguarding employment by further developing our position in the market
- ⇒ continuous improvement of products, processes, working conditions and energy-related services
- ⇒ Advancing job safety and protection of health. Prevention of accidents or incidents
- ⇒ Preservation of our natural environment as a basis for the life of future generations

With the basic principles constituted in our Group Management System we secure our already achieved standards within the Heinze Group and the further development of these standards.

- **Satisfied Customers** are utmost important in everything we do. Customer satisfaction is our primary company goal, which applies likewise for external and „internal“ customers. In respect of customer satisfaction all customers are treated in the same way.
- The **Zero Defect Principle** serves as orientation in our production, our processes and the avoidance of work accidents. For every employee the contribution to the continuing process of improvement is an obligation.
- We pursue **Measurable Targets** permanently and by this systematically ensure that we achieve our company policy and our company targets. Every employee is involved in the process to achieve our targets and therefore is able to do everything which is necessary within his / her job to reach the fixed targets.
- Not only in the field of **Environmental Protection / Energy** is the observance of and compliance with laws, official regulations, valid permits, public law regulations and regulatory requirements for all employees and all activities in generally mandatory.
- We systematically and sustainably reduce **Energy** within the company and consistently pursue our already taken past activities. We continue to avoid unnecessary primary energy consumption and thus want to contribute to global resources, climate and environmental protection as a key commitment of our group of companies.
- The **Preservation of Resources** is for us a must when we engineer the design of new products and processes. Saving the consumption of raw materials and energy is a major aspect in our design-engineering.
- Observation of relevant **Job Safety** regulations is a matter of course for all of us. Additionally we jointly commit ourselves to continuously optimize safety in all areas to secure the health of all employees. The prevention of accidents and incidents by observing and improving work and plant safety is the task and obligation of every employee at all levels. However, should a loss event occur, care will be taken to minimize the impact. The management is committed to these principles and provides the organizational and financial means for implementation.
- **Health** is the most valuable asset of each employee. When performing work tasks safety at the work place always has priority to any other aspects. This is part of our company culture and accounts for the success of our company.
- By **Developments of our Sites** we secure the competitiveness of each site, maintain and create secure employment and at the same time also support the development of the local municipalities.
- Towards our partners at our plants at all sites we take our **Exemplary Role** seriously. By this we want to prove that represent quality, environmental protection, energy efficiency and economy are no contradiction. At Heinze Group the competent observance of these aspects also leads to the necessary success in our business.
- The realization of a **Fair Cooperation** with our customers, suppliers as well as external partners (municipalities, supervising authorities, ...) is stipulated in our company policy.
- Our **Know-How** is made available to our customers in partnership for the selection of technologies and materials to achieve environmentally compliant, energy-efficient and economically advantageous solutions.
- The **Compliance with this Code of Conduct** at all sites and for all tasks is mainly a management responsibility. This compliance at the same time is a responsibility of all employees and thus also applies to compliance with the binding obligations.

Through our reliability and our credibility for our partners we want to strengthen our internal and external competence.

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Jörg Tilmes
Managing Director