

Corporate Policy

Business principles and guidelines of ISOWA GmbH

Introduction

Our Corporate Policy is influenced by the constantly changing requirements of the market, by our aims, and the strategies resulting from this.

Its purpose is to

- identify and fulfil the requirements and expectations of our clients, staff members, suppliers, associates, and of the company to gain competitive advantages in an effective and efficient way.
- to achieve, preserve, and improve all organizational performances and skills.

Accordingly, the management system implemented in our company is an integrated system that takes into consideration all aspects of the organisation including the cost and risk management, the occupational safety, the information security, the low energy consumption, and the environment protection.

We set standards with our business principles for all of us. We want to measure us and be measured by these standards.

We commit to observe legal requirements and provisions in the fields of quality, environment protection, information security, energy, security and health at work as well as export controls and economic sanctions.

In this respect, our business principles provide the framework for company goals and agreements on objectives with members of staff laid down annually.

Principles laid down in this document are directly applicable to all locations and business units.

We promote the application of theses or comparable principles along supply chains additionally.

1.) In the centre: the client

The aim of the Corporate Policy of ISOWA GmbH is to place the client, his satisfaction, and productivity to the centre of our thinking and actions.

With our products and services, we help the clients to carry out their tasks in an easier and more efficient way and hence more successfully.

Our goal is to preserve and further optimize existing client relations as well as to win new clients for our products and services.

2.) Commitment as a key to success

Key factors of our market position are the innovation and the quality of our products, the know-how, consulting services as well as the speed and process accuracy of our transactions.

Our company culture is marked by our commitment to be in close contacts with our clients, to understand their needs, and to reach their satisfaction. We reach the maximum client proximity through better and cost effective solutions.

3.) Solid efficiency creates security

We want to generate a reasonable profitability so as to justify the confidence placed in us. In doing so, we take into account the legitimate interests of our associates, of members of our staff, and of our business partners.

4.) The best quality as a benchmark

The quality of our services and products is of paramount importance for us. Our aim is the zero error share all the time. The image among our clients obliges us to ensure a consistent level of quality in all areas and to implement costs that secure our continued competitiveness.

5.) Sustainability for a good future

Sustainability, in particular environmental protection issues and the resource-conserving manufacture of our products, are particularly important to the company and its employees. In order to protect the soil, water, air, people and animals, ISOWA GmbH strictly adheres to environmental legislation and other binding obligations and sustainability standards. Employees are required to strictly implement the relevant rules. Not only are national regulations that apply to the respective operating site observed, but overarching regulations, e.g. international climate protection, are also included.

For example, it is ensured that no land, forest or water is taken from local residents and people without a legitimate basis in all business activities. ISOWA GmbH ensures at all times that any wastewater generated by our business activities is treated appropriately and is not illegally discharged into the environment. We also establish measures to reduce waste water.

We are constantly improving our environmental performance in order to preserve our natural environment for future generations. In this context, the prevention of environmental pollution and the avoidance of environmental impacts, particularly with regard to climate change, play a key role.

Our sustainability policy also includes the conscious use of energy resources. Energy use, energy consumption and energy efficiency in production and process engineering are regularly monitored and optimized. Other key topics of ISOWA's sustainability policy are greenhouse gas emissions, renewable energies, water quality and consumption, air quality, responsible chemical management, the management of sustainable resources and waste reduction.

Emissions that arise during ISOWA's business activities are always monitored and dealt with if they have a harmful effect on the environment. Our goal is to minimize emissions.

In the long term, we are aiming for CO₂ -neutral production of our products.

Furthermore ISOWA ensures the proper disposal of all waste generated during business activities. ISOWA also ensures that imports and exports are monitored and that waste is stored and disposed of in an environmentally friendly manner.

With the help of suitable training measures and exchanges with our customers and suppliers, we create the necessary awareness and transparency within the company and in the upstream and downstream supply chain.

6.) Occupational health and safety - even beyond the boundaries of the company

Occupational health and safety requires a high degree of personal responsibility, discipline and appropriate behavior in the workplace from all employees. Our managers strive to take potential health and safety implications into account in their daily decisions and ensure that employees act accordingly.

Central topics of ISOWA occupational safety are emergency preparedness, internal accident and incident management, workplace ergonomics, the handling of chemicals, personal protective equipment, machine safety and ISOWA's own fire protection concept. We promote this behavior through appropriate training measures. In addition, our aim is to incorporate occupational health and safety-related points when advising our customers and working with our suppliers - because this also goes beyond the boundaries of the company.

7.) Information security as the basis for a trusting customer relationship

Information security is of fundamental importance to us. It makes a significant contribution to trusting cooperation with our business partners and all interested parties and helps to ensure the continued success of the company.

The entire company, management as well as employees, work together and continuously to meet our security requirements and those of our customers. Our employees are aware of the need for information security and understand the fundamental impact of risks on business success.

With our information security policy, we ensure the integrity of information, protect the confidentiality of information and also ensure the availability of information. To achieve these goals, we implement extensive measures whose completeness, effectiveness and appropriateness are continuously reviewed and whose results are subsequently implemented, controlled by an action plan. The quality of our services and products is of paramount importance for us. Our aim is the zero error share all the time. The image among our clients obliges us to ensure a consistent level of quality in all areas and to implement costs that secure our continued competitiveness.

8.) Respect and mindfulness in dealing with each other

It is important to us to further develop the human and professional strengths of our employees and to deploy employees in such a way that they enjoy and succeed in their daily work. Respectful and attentive interaction with one another is of particular importance.

We are always a point of contact for our employees and always handle concerns or reports of suspected misconduct anonymously and without any retaliation.

We are convinced that high productivity and consistent product and service quality can only be achieved if the relationships between employees are characterized by this common goal.

Freudenberg, January 10th, 2024

Management of ISOWA GmbH