

Quality and Environmental Policy

Our company's primary objective is to achieve maximum customer satisfaction with products and services that meet and exceed the customer's expectations.

Only through achieving customer satisfaction is our company's competitiveness, commercial success and continued existence assured.

Our products and services will fulfill the expectations and requirements of our customers only if our working methods and conditions are process-oriented, documented and continuously developed.

We define continuous development both as the ongoing adaptation to changing market demands and the elimination of causes of errors.

We believe that maintaining the quality of the environment is not just the responsibility of the government but also of every enterprise and individual. We employ appropriate measures to check, assess and monitor the current and future effects of our actions and products on the environment.

We comply with all applicable regulations and legal requirements and take necessary actions to conserve resources and to avoid negative environmental impact.

Our employees are provided with the necessary training to raise and maintain their level of environmental awareness. To continuously minimize environmental impact, we implement programs and provisions to ensure that our business associates employ the same environmental standards as ourselves.

Quality and Environmental Objectives

Continued success in the world market place can only be expected if we achieve the following **quality and environmental objectives**:

- Provide the very best solution for each customer,
- Ensure a fair market price,
- Deliver excellent quality,
- Provide timely delivery,
- Work in the most efficient manner, and
- Ensure minimal impact on the environment.

These success factors are interdependent. The most important factor, however, is quality as this cannot be compensated for by the other factors.

Our goal to "ensure as minimal an impact on the environment as possible" requires that our products are both efficient and environmentally friendly. This objective not only means delivering "more air for less energy", but it also requires us to minimize the use of natural resources during the production, sales and service of those products.

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