

# QUSEM-Manual

## Corporate Policy

The primary objective of our company is to achieve maximum customer satisfaction with products and services that completely fulfil our customer's expectations. Our capability to compete, our commercial success and continued existence are assured only by achieving complete customer satisfaction.

In order to fulfil the expectations of our customers, we exclusively offer high-quality products and services.

For this purpose, we provide a goal-oriented infrastructure, we design and document our procedures to be process-oriented and continuously improve and optimize them, depending on the market requirements and the analysis of problems as components of a continuous improvement process.

Through training of our employees and partners we promote a sense of responsibility for quality, the environment, energy, health and workplace safety at all levels, **by requiring absolute compliance with the following principles.**

## Compliance with laws

We comply with all relevant legal and regulatory requirements of the applicable legal system(s) in our German and international sites and subsidiaries.

We make sure that sub-contractors working in our name or performing work on KAESER products apply the same quality and environmental standards as we ourselves apply.

## Occupational health and safety

We assume responsibility for the health and safety of our employees at their workplace.

We recognize hazards and identify preventive measures against accidents and occupational diseases.

Using training and instructions, we ensure that all employees are well versed in the topic of work safety.

We offer health-promoting support to our employees.

## Respect for fundamental and human rights

We promote equal opportunity for and treatment of our employees, regardless their skin tone, ethnicity, nationality, social background, disability, sexual orientation, political or religious belief, gender or age;

We respect the personal dignity, private sphere and personal rights of everybody.

We do not force anybody to be employed by us or work with us.

We do not tolerate any unacceptable treatment of personnel, such as brutality, sexual and personal harassment or discrimination.

We provide fair wages and guarantee the statutory national minimum pay.

We comply with the statutory maximum working hours.

If legally possible, we recognize the right of our employees to associate and we neither give precedence to nor discriminate against members of workers' organizations or trade unions.

## Data protection

KAESER KOMPRESSOREN SE, along with all subsidiaries and branches, safeguards the personality rights enshrined under German law by protecting personal data, ensuring the principle of informational self-determination and providing the necessary data security.

Naturally, we handle all personal data collected during visits to our websites confidentially and in accordance with the statutory provisions.

All internal regulations comply with the provisions of the EU General Data Protection Regulation (GDPR) 2016/679 and the

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EU Data Protection Directive 2016/680, which are implemented in the German Federal "Data Protection Harmonisation and Implementation Act" (DSAnpUG-EU), as well as the new Federal Data Protection Act (BDSG).

All parts of the company shall especially practice and uphold the principles of transparency, necessity for specific use (in relation to processed data) and lawful collection, processing and use, as well as data avoidance and data economy.

All managers and their employees are familiar with these regulations and have been trained to comply with the rules of conduct for handling personal data.

## Prohibition of corruption and bribery

We do not tolerate or condone any form of corruption or bribery, including any illegal offer of payment or similar gifts intended to influence a decision.

## Prohibition of forced and child labour

We do not hire employees below a minimum age of 15 years.

In countries subject to the exemption for developing countries per ILO Convention 138, the minimum age may be reduced to 14 years.

## Protection of the environment

We believe that maintaining the quality of the environment is not just the responsibility of the state but also that of every enterprise and individual.

We employ suitable measures to verify and assess the current and future effects of our activities and products on the environment, on the basis of statutory and international standards. Based on the insights gained, we define the measures required to ensure sustainable operations.

## Energy efficiency

At Kaeser, sustainable energy use means that energy consumption is well-thought out and minimised wherever possible. This lessens the burden on resources whilst lowering energy costs and protecting against other undesirable environmental effects by additionally reducing CO<sub>2</sub> emissions.

We employ a sophisticated energy management system and declare openly in our energy policy the methods we use to achieve our strategic goals in relation to energy efficiency.

KAESER products are highly efficient not only during operation, but also during the manufacturing process, in which energy consumption is kept to an absolute minimum. Our commitment to energy-efficient products and services extends to purchasing and procurement, as well. Through oversight measures, we gain an overview of energy consumption in the various areas of the company, which when statistically analysed allows us to assess the type and scope of every instance of energy consumption and to evaluate whether it is reasonable. We define explicit operational targets and implement necessary measures to continuously reduce energy-related outlays.

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## Corporate Objectives

We can successfully compete in a global market place only if we achieve the following **corporate objectives**:

- provide the best solution for each customer,
- at prices in line with market conditions,
- at the required quality,
- within the time agreed,
- in the most efficient manner, and
- with minimal environmental impact

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

The objective of "minimum impact on the environment" means to us that our products not only operate with exceptional efficiency and maximum environmental-compatibility by delivering "**More compressed air for less energy**", but that we also use natural resources as little as possible in production, sales and service.

This corporate policy creates obligations only between the responsible parties. Any possible claims by third parties based on these responsibilities are null and legally inadmissible.

Thomas Kaeser  
Management Board: Chairman  
KAESER KOMPRESSOREN SE

Tina-Maria Vlantoussi-Kaeser  
Management Board  
KAESER KOMPRESSOREN SE

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