

# IMS-POLITICS

## NETZSCH PUMPS & SYSTEMS

As a globally active company and reliable, sustainable partner in the field of positive displacement pumps, we stand by our global tasks and responsibilities. Regarding our guiding principle of "Proven Excellence", our top priority is to put the customer in the focus of everything we do. "Proven Excellence" means that you can always rely on NETZSCH. With this claim, we promise our customers first-class products and excellent service. From perceiving the needs of our customers to reliable support to products, applications and service solutions. The basic idea is an internal as well as external performance commitment. Thus, "Proven Excellence" serves as a goal and benchmark for the quality of services.

The resulting performance standards are the roots of the success of the NETZSCH Pumpen & Systeme GmbH (NPS) and the benchmark for decisions within the company. Our principles and demands affect all company processes as a whole – from development to recycling.

We at NETZSCH Pumpen & Systeme GmbH are committed to living and further developing the UN human rights standards with regard to occupational safety, health protection as well as sustainability, environmental, energy and quality management on the basis of our corporate principles and the sustainability development goals.

- We qualify and motivate our employees to show initiative and team spirit.
- We live a quality and fault culture in which we view our errors as opportunities from which we derive corrective and preventive measures to avoid deviations and incidents.
- We make our performance in the areas of quality, environment, sustainability, energy, occupational health and safety measurable and controllable by means of concrete targets and key figures.
- We work for the long term and therefore rely on well-trained employees through qualification, health promotion and modern workplaces.
- We effectively meet the requirements of our customers and business partners through certified, sustainable and effective processes.
- We require our global suppliers to comply with the UN human rights standards.

Within the context of our company, we review the expectations and risks of our interested parties. We set IMS targets and ensure that we meet our binding obligations as well as applicable legal obligations through planned actions and responsibilities. Above all, the consultation and participation of employees and their representatives actively contributes to this.

The present IMS Policy of the NETZSCH Pumpen & Systeme GmbH is continuously reviewed for its appropriateness and re-evaluated at regular intervals.

Waldkraiburg, 31.10.2024



Andreas Denker  
CEO Business Unit Pumps & Systems



Jens Heidkötter  
Managing Director NPS



Johann Vetter  
Director of integrated Quality Managementsystem

Annexes applicable:

I Occupational safety and health protection; II Environment, energy and sustainability policy; III Quality policy

**NETZSCH**

Proven Excellence.

# ANNEX I

## OCCUPATIONAL SAFETY AND HEALTH PROTECTION

The health of our employees is our top priority. Through our products and services, we contribute to creating safe workplaces.

Internally, we attach great importance to the well-being of our employees and prevent injuries. Occupational safety and the general well-being of our employees represent a fundamental value for us that is essential to our operational success.

We are committed to ensuring sustainable work safety practices and preventing work-related injuries and illnesses. Continuous improvement is our intention. We achieve this in the following ways:

- By taking preventive measures in engineering and purchasing ergonomic, CE-approved, up-to-date machines and fixtures.
- Through training and personal safety briefings, we ensure that every employee is always up to date.
- Through inspections, 5S audits and integrated audits, we check whether the requirements for occupational safety and health protection are being fulfilled in the individual departments.
- By consistently analysing workplace accidents as a team, we ensure that we learn from accidents and avoid identical accidents.
- By reporting near misses, we become aware of our potential safety risks and address them promptly.
- As a legally compliant organisation, we are aware of the prohibitions and restrictions on the use of SVHC substances, according to REACH. We avoid endangering our employees and customers by consistently substituting these substances. Our suppliers are also obliged to comply with the applicable chemical regulations and to confirm these.

We as NETZSCH Pumpen & Systeme GmbH are certified according to ISO 45001 and expect our employees and staff to act according to the guidelines of occupational health and safety.

# ANNEX II

## ENVIRONMENT, ENERGY AND SUSTAINABILITY POLICY

Environmental and energy management, as a mandatory pillar of sustainability, ensures the continuous improvement of our environmental performance, as well as energy efficiency and the conservation of natural resources. This is achieved based on internal values, objectives, guidelines and processes by implementing certified, documented management systems and through regular environmental and energy audits. Responsible action creates opportunities for sustainable development and helps to counteract climate change.

### Energy consumption:

We conduct regular energy audits to identify and prioritise potential savings. This is part of a systematic approach to improving energy efficiency. A metering concept is used to continuously monitor and optimise energy consumption and performance. Progress and challenges are communicated regularly.

### Biodiversity:

To promote biodiversity, we choose suppliers of renewable energies and waste disposal companies with the least possible impact on ecosystems. For example, we cultivate a species-rich flower meadow on our company premises, thus providing a valuable refuge for creepy crawlies and insects.

### Water resources:

We aim to effectively protect and conserve water resources. We pay attention to risks caused by substances hazardous to water. Our focus is on efficient, sustainable water management.

### Waste management:

We properly separate residual materials and recycle as much as possible to reduce the amount of waste as much as possible. In addition, possibilities and technologies are regularly examined to determine whether the waste produced can be used to generate energy.

### Sustainable supply chain:

We are committed to aligning our procurement process with ISO 26000 'Guidance on Social Responsibility'. When selecting suppliers, we consider their energy efficiency and environmental practices. As a market and technology leader, we take responsibility for a social, sustainable and long-term partnership with our suppliers to improve energy efficiency throughout the entire supply chain.

### Social commitment:

We bear responsibility in society and are involved in a wide range of social projects.

We at NETZSCH Pumpen & Systeme GmbH are certified according to ISO 14001 and pursue our sustainability strategies in all our business areas. Our commitment to systematic energy management is underpinned by our efforts to achieve certification according to DIN 50001. We are guided by ISO 26000 and are committed to developing a sustainable future in accordance with UN guidelines. Measures, targets and progress are regularly documented and communicated internally and externally.

# ANNEX III

## QUALITY POLICY

Our claim „Proven Excellence“ commits us to quality in all relevant operations and processes. We continuously develop our products and processes. To create a high-value quality program, including strategy and goal setting, we have developed principles that define this for us. Customers satisfaction analyses and our quality figures show us the way.

### We live quality

We are pioneers in the field of quality. To this end, we design, optimise and live our quality processes, which are based on customer requirements and quality standards. Our processes effectively implement the company's strategy and ensure the achievement of our goals.

### We are successful in the market

The quality of our products and services should meet the requirements, expectations and wishes of our customers worldwide. This is how we ensure our corporate success. Every delivery and service must be a recommendation for further business.

### We work together in a spirit of trust

We identify potential quality risks at an early stage through efficient cooperation within and between the division, act preventively and respond effectively to quality deviations. We reduce all types of defects and thereby continuously increase our quality.

### Continuous improvement

We know our strengths and weaknesses and know where to start in order to improve. Each employee is, therefore, responsible for the quality of his or her own work. It is important for all of us to understand our goals, to plan our resources for them and to realise their successful implementation. In doing so, we all work together according to our management system and continuously develop it further.

### Operational quality

With our supervised measuring and testing equipment we support the measuring of product and supplier developments in order to guarantee a constant increase in quality. Our biggest motivation is to guarantee smooth processes and a constantly increasing quality standard.

We, as NETZSCH Pumpen & Systeme GmbH, are certified according to ISO 9001 and focus on reliable, technologically mature, and durable products, as well as on complete customer satisfaction.