

IMS policy (quality, environmental, energy and occupational safety policy)

The management of NETZSCH Pumps & Systems GmbH has established the IMS-policy (quality, environmental, energy and occupational safety policy) and ensures that this is communicated, documented and maintained by the management at all organizational levels.

Within the context of our company, we examine the expectations and risks of our interested parties. We define IMS goals and ensure that these binding obligations are met through planned measures and responsibilities.

Customer satisfaction determines our actions. We achieve this through the high quality of our products and services. The customer sets the standard for quality. Thus the customer's judgement of our quality is decisive.

Every **employee** contributes to quality through his personal performance. It is also ensured that activities relevant to quality and product safety are planned, controlled and monitored throughout.

Quality is not only reflected in the direct features of our products, it is also seen in our **responsibility** for the **environment** and the **safety** of our employees. This is an integral part of our thinking and acting.

Through the continuous improvement process and Proven Excellence the commitment of our employees increases as well as the quality of our products and services. A constructive participation of the employees is possible at any time and is expressly desired. Environmental pollution is minimized in a targeted manner, illnesses and injuries at the workplace are avoided, and environmental and occupational safety performance is improved. Energy management is an indicator of sustainability in practice.

To achieve this:

- we qualify and motivate our employees on a daily basis to show initiative and team spirit.
- we practice a quality and error culture based on trust. We are not afraid of deviations. We see mistakes as an opportunity for lessons learned.
- optimization potentials are discussed in safety committees, quality and environmental circles, corrective measures are initiated and tracked, and suggestions for prevention are developed.
- we proactively and jointly take measures to prevent or reduce negative effects on the environment, the neighbourhood and the health of our employees.
- we welcome reliable action in environmental protection and occupational safety along the entire supply chain. The clear focus on quality and customer benefit, taking into account the current regulation on energy management, occupational safety and environmental protection, is therefore an essential prerequisite for our long-term success.
- in addition to the prudent use of resources, we also attach importance to ethical and social sustainability.

The quality, environmental, energy and occupational safety policies of NETZSCH Pumps & Systems GmbH are continuously reviewed for their appropriateness and reassessed at regular intervals.



Felix Kleinert
managing director



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