

## Needs and expectations of our customers

All our activities are geared towards customer satisfaction and success. Flexibility and innovation are the keys for offering the best price performance ratio on the market to our customers and to win new customers. The so generated profit allows us to invest in employees, research and development, in engineering and technology in order to meet the future expectations of our customers.

## Needs and expectations of further interested parties

In addition, we take into account the interests of our suppliers and partners, authorities, neighbors, of the general public and not at least of our employees. Our employees are the foundation of our company. Their skills and motivation are the key to our success and thus the basis of secure jobs and a secure income.

## Compliance with binding obligations

We obligate ourself to compliance with all statutory regulations on site in the areas of quality, environment, energy and occupational safety and are committed to our corporate social responsibility. Contracts and agreements with third parties are fulfilled by us. National and international requirements for our products, which relate to the protection of man and nature we regard as binding obligations.

## Safety at work

Health of our employees is an important asset. So we ensure the compliance with all applicable safety and health requirements and social and ethical standards.

## Quality

The continuous improvement of the quality of our products is a natural necessity closely linked to a customer-oriented development of our product range. The goal is a product which is suitable for the application and which has a ratio between functionality, service life, raw material and energy input and costs that correspond to the application.

## Environment and Energy

We are aware of our responsibility for the nature and face the ecological challenges of the future. We strive to minimize the impact of our production on the environment, the consumption of raw materials and energy. This also includes the acquisition, use and production of raw material and energy efficient products as well as the optimization of the corresponding processes.

## Continual Improvement

We are committed to the continuous improvement of the integrated management system with the aim of improving environmental and energy performance and by involving all employees.

In order to implement the stated policy with its goals, ORAFOL provides the necessary resources and maintains open communication with internal and external parties.

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Dr. Holger Loclair  
Managing Director