



# Quality Policy of the BAUER Group

## General

Quality is the basis for the BAUER Group's worldwide success and therefore it belongs to the fundamental concerns of the top management of our company.

The trust of our customers in our company and in the quality of our products and services gained throughout many years has to be preserved and expanded whenever possible. Here we listen and respond to the customers' needs and expectations to fulfil them promptly, reliably and cost-effectively.

To do so, it is necessary to have a clear organizational structure, an enormous readiness to cooperate, as well as the absolute willingness to prevent mistakes, to improve continuously and to innovate.

Apart from the basic requirements concerning our products and services, our definition of quality comprises the process quality, which is reflected in efficiency and reliability and therefore also comprises the adherence to dates and legal and technical regulations. Notably we feel committed to the issue of safety and health protection, the environmental compatibility, the profitability and the sustainability.

## Aims

We are convinced that mistakes and deviations during the execution of our products and services can be avoided. By implementing a quality management system to continue the improvement process we work on a constant increase of the quality of our products and services with the aim: zero mistakes. We measure our success not only according to our company's economic achievement but mainly according to our customers' and employees' satisfaction.

In order to achieve this, the aims of the Total Quality Management are the ultimate ambitions of the company. Every process, every activity and every task has to meet this requirement. Some examples: tidy and structured workplace, phrasing of a letter, quality of the shipping documents.

## Responsibility

All our executives are directly and comprehensively responsible for the implementation of our quality policy in his/her department/area. This applies to both the operational departments when technically constructing our products and services and providing construction services as well as all supportive departments such as PR, Purchasing, Logistics and IT, Corporate Accountancy, Human Resources etc.

Moreover we expect from every employee that he/she accepts his/her self-responsibility for accurate working, to respect the laws and norms, to know the regulations applying for our company as well as to have detailed knowledge of the products and services offered by the BAUER Group. Actively cooperating in the continuous improvement of our processes, participating in the necessary further training, as well as the readiness to tackle disclosed mistakes contributes decisively to the fact that our customers get the best quality.

## System

Our quality management system is based on the ISO 9001 standard and on other relevant legal requirements and industrial norms.

All concerned processes of our company, such as management, order processing and the relevant supportive tasks are methodically analysed and documented, as well as its mutual influence.



# Quality Policy of the BAUER Group

While planning resources, projects and products the required quality standard is specified. Deviations are analysed and remedial actions are taken promptly. The findings gained are included in the regular trainings of our employees. Shortcomings or improvement potentials as identified by the Management Review are integrated in the next planning process for further system improvement.

We motivate our employees by the executives' commitment to quality, by setting challenging aims for them, by giving them sufficient responsibility and by acknowledging good results. Only by co-operating actively can we achieve the quality aims in short time.

## Requirement

Quality, safety, health protection and safety at work as well as a good economic result belong to our ultimate ambitions. Here we strive for the best ratings, symbolised in Bauer's Triple A.

### Bauer's triple A

- A - HSE
- A - Culture, Quality, Ethics
- A - Performance

## BAUER Aktiengesellschaft

The Management Board