



A13 - Quality and Compliance Policy

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1 Foreword

Our company develops, manufactures and assembles highly complex production and packaging systems of the highest quality. The machines are used in innovative industries typically in the pharmaceutical, medical technology and consumer sectors. Our product range is supplemented by comprehensive support services. As a technology leader in various market segments, we are able to offer our customers individual solutions from laboratory applications through to complete production lines. With our network of subsidiaries and agencies we are always close to our customers.

1.1 Quality and Compliance Concern Everyone

Each employee is responsible for the quality of their work results within the scope of their specific tasks. When carrying out these tasks, care must be taken to act in accordance with relevant laws. Every employee is therefore obliged to apply the principles and procedures described within the Quality and Compliance Management System. In this way, everyone contributes to ensuring adherence to our quality and compliance standards through his or her own personal performance.

The legal compliance is supported and strengthened through the Code of Conduct of the company.

2 Quality and Compliance Policy

Our Quality and Compliance Policy has been defined by Senior Management. The policies provide the framework for implementing our quality and compliance goals. At least once a year, the policies are checked to ensure that they are up-to-date and appropriate. If necessary, the policies are revised.

2.1 Quality Policy

➤ Ensuring high Quality Standards

- As a DIN EN ISO 9001 certified company we set ourselves the goal of continuously improving our quality standards.
- By managing and continuously improving the Quality Management System, we ensure our commitment to maintaining a quality-orientated company.

➤ Customer Satisfaction

- Ensuring the satisfaction of our customers and the continuous improvement of customer satisfaction is one of our highest corporate principles.
- The main field of our business activity is designing and building production and packaging machines according to the needs and expectations of our customers. Customer orientation in all business areas is of crucial importance.
- Senior Management together with the employees responsible for customer care determine the needs and expectations of our customers and implement these together with all employees. Regulatory and legal requirements as well as individual customers wishes are always observed.

➤ **Sustainability**

- In addition to the integrity issues anchored in our Code of Conduct, we attach great importance to sustainable management activities. The integration of DIN EN ISO 20400 – “Sustainable Procurement” forms one of our foundations.
- We see other important sustainability aspects in the area of development and construction of our machines and technical systems. This is where the basis for sustainable production is created for our customers.

➤ **Profit**

- In order to further strengthen our capital resources and thus be able to independently finance the growth of our company, our goal is to be profitable.
- Our company shall also continue to operate financially independent in the future.

➤ **Error Avoidance instead of Error Correction**

- The focus of our Quality Management System is the implementation of quality assurance measures to prevent errors from occurring. If deviations should occur, employees are obligated to carry out the necessary corrective measures in accordance with internal processes, so that defects can be remedied as quickly as possible and similar errors avoided in the future.

➤ **Constant Pursuit of Improvement**

- Continuous improvement is part of our daily routine. This also includes constantly increasing the quality and competitiveness of our products.

➤ **Customers and Suppliers are our Partners**

- We maintain partnerships with our customers, suppliers and other business partners for mutual benefit.

2.1.1 Strategic Quality Goals

- Continuous improvement of employee satisfaction
- Continuous improvement of customer satisfaction
- Monitoring and improvement of development and innovation processes
- Monitoring and improvement of management processes
- Monitoring and improvement of controlling processes
- Implementation of regular review and improvement processes in quality management

2.2 Compliance Policy

➤ Compliance

- The Compliance Management System of Harro Höfliger Verpackungsmaschinen GmbH is structured in accordance with the ISO 37301 standard.
- We fulfil our commitment to comply with all rules and laws relevant to our company through the maintenance and continuous improvement of the Management Systems.
- The Code of Conduct is a specific addition which represents a basis for our values, our culture and our ethical thinking, even if this document does not claim to be complete. In this context, we are also committed to the code of the Ethical Trading Initiative (ETI).
- Every employee of the company, its suppliers and service providers are obliged to comply with the Code of Conduct.

➤ Law and Rule Violation

- In day-to-day business we are exposed to many risks which could potentially cause a violation of law with serious consequences. Various risks such as theft, betrayal of secrets, fraud, non-company related crime, bribery, breach of trust, corruption, violation of competition law, violation of foreign trade law, faulty order placement and tax fraud can only be avoided through early risk detection, rapid intervention, continuous monitoring and reporting- and documentation obligation. A compliance violation can have both civil and criminal penalties not only for the company, but also for the affected employee.

➤ Relevant Parties

- All employees, apprentices, trainees and temporary workers
- Supervisors, Senior Management, Shareholders
- Customers and supply companies
- Banks and lenders
- The state and authorities
- Financial and tax auditors
- Other business partners

➤ Fulfilment of Compliance Obligations

- We comply with legal requirements and agreements as well as with further obligations that we have defined for ourselves. They are regularly reviewed and updated if necessary. Our compliance obligations are recorded in our Index of Legal Provisions which is maintained on a regular basis.
- For us the fulfilment of compliance obligations is a minimum requirement. In addition, it is important for us to independently take effective measures for permanent protection and continual improvement.

2.2.1 Strategic Compliance-Objectives

- Ensuring the maintenance and improvement of the CMS
- Monitoring of violations of laws and/or rules
- Monitoring of the legal register with assessment of possible risks
- Monitoring of the CMS improvement process

3 Supporting Documents

- Code of Conduct
- Base Code of the Ethical Trading Initiative