

## OUR MISSION STATEMENT

The mission statement of NOBISKRUG sets a clearly defined course and heading: to be the best partner you can find.

For us, mutual trust and dependability are the fundamental principles of perfect business relationships. At the same time, our management guarantees you outstanding technological capabilities and cost-effective performance. How we achieve our aim? With highly qualified employees. Motivated commitment. And all the resources required for the realisation of the enormous demands we place on ourselves.

Our utmost priority is to assure the health and safety of our partners, our colleagues and visitors to our company. We attach great importance to environmental and energy-saving policies in concordance with best business practices. All our activities safeguard and promote the success of our business. Only in this way can we safeguard sustainable value creation and long-term job security.

### Our guidelines

- We maintain relations based on fairness, sincerity and respect in all areas of interaction within the company and with all customers, suppliers and contract partners.
- We are committed to the protection and respect of human rights in all our corporate activities and in all areas within our sphere of influence.
- We inform our employees simply and precisely about our objectives and request them to actively support their realisation.
- We operate an effective management system.
- We promote and motivate awareness for quality, safety, environmental protection and minimising our energy consumption in all areas of the company.
- We provide information and encourage an intensive exchange of experience and knowledge at all levels, within and outside the company.
- We provide regular training and career advancement opportunities for our employees.
- We regularly scrutinise and critically assess our integrated management system.

- We promote customer-orientation as a guiding principle for all our employees.
- We make every effort to act in full compliance with occupational health and safety standards, environmental protection standards and in our commitments to saving energy – also in excess of mandatory legal requirements.
- We are committed to the observance of all applicable laws and legislation.
- We define objectives that are appropriate, challenging and measurable.
- Scope for improvement identified in the areas of environmental protection or the efficient utilisation of energy resources will be documented in plans for appropriate action.
- These will be integrated in our corporate development planning process.
- We are committed to constant improvement of our performance in all areas mentioned and optimisation of the organisation of workflows.
- We make every effort to avoid losses due to friction.
- We make every effort to maximise efficiency within the company.
- In this, we will at all times take issues relevant to safety, the environment and energy-efficiency into account.
- We support the procurement of energy-efficient products and services that improve the performance of our energy-related processes.
- We constantly analyse our key performance indicators to identify and counteract negative developments at an early stage.
- We continuously analyse and assess statistical key performance indicators. The information gathered in this way is integrated in our decision processes.
- We conduct regular internal audits.
- We fulfil the requirements of our customers with regard to our products and the handling of orders: we strive to achieve zero-defects.
- We regularly analyse and assess our corporate policy and revise it at intervals no longer than three years.