

## HSEQ Policy

As a quality-oriented service provider, our focus is on people. This applies to both our customers and our staff. We promote the health and safety of our employees, strengthen environmental protection and deliver premium quality. This is essential in order to be successful as a company in the long term. We have summarised our key messages regarding quality, responsibility, safety, the environment, energy, health and occupational safety in this HSEQ Policy. It is binding for all employees within our group of companies and also includes subcontractors and suppliers.



### Quality and responsibility

The customer's interest is our own interest

We believe that quality is more than legal conformity and thus strict adherence to all laws and regulations. It also means the consistent implementation of our HSEQ Policy.

Our operational companies comply with deadlines and meet the expectations and contractual requirements of our customers. We advise our customers with our professional expertise and support them with our 360° Facility Services. Our employees assume responsibility, are qualified and develop their skills further. Our business processes are documented in our management system. We have implemented a process for the continuous development of our organisation and processes by means of experts, networks, controlling, reporting and indicator systems. We ensure that subcontractors and suppliers provide their services, or manufacture and supply their products in accordance with the principles of our management policy.

Sustainable corporate governance includes socially responsible behaviour. We strive to establish long-standing, honest, respectful and binding partnerships with our employees, customers and suppliers. We expect and demand the same level of commitment we employ as a company, from our suppliers.



### Occupational safety

Security works

As a matter of course, for all of our services we identify any safety risks regarding people or the environment. This allows us to assess and prevent significant risks.

Occupational safety is a management task. Our executive managers are role models and motivate their staff to be safety-conscious; they create safety-compliant working conditions and ensure that these are implemented consistently. We promote our employees' awareness of safety-conscious behaviour by holding regular training courses and providing our staff with professional support. The controlling of occupational safety through audits, site inspections, indicator analyses and reporting is an essential factor for the further development of our organisation and processes. As a service company we feel obliged to optimise our services in order to meet our customers' occupational safety standards and to advise them with our professional expertise. This principle also applies to all subcontractor services.



### Health

Healthy employees – healthy company

The health of our members of staff and the prevention of work-related injuries and accidents is of paramount priority to us. We create working conditions that preserve and protect the health of our staff. We offer and make use of opportunities for both passive and active preventive health care and for maintaining health.

We promote our employees' awareness of a healthy lifestyle by holding training courses, workshops and health days.

Health checks, preventive occupational medical care, individual occupational medical advice and hygiene are integral parts of our health management.

Effective: October 2017



### Environment and Energy

Protecting our environment – conserving resources

Environmental protection secures our future. We safeguard the sustainable use of resources, in particular within the customer-specific operational procedures. Every employee is required to promote the use of progressive, resource-conserving technologies. By reducing our energy consumption, we are able to increase our energy efficiency and reduce the amount of CO2 emissions we release.

We support environmentally responsible behaviour in our employees by offering qualifications and training courses and by supporting our staff with our professional expertise.

We include environmental aspects in our company and implement projects relating to the conservation of resources, energy management, waste prevention and optimisation of material, both internally and with our customers. We have established a centre of excellence for the continuous improvement of our organisation and processes.

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