

QUALITY AND ENVIRONMENTAL POLICY AICHELE GROUP

In accordance with the aichele GROUP strategy and the context of the different sites, the General Management has defined the present quality and environmental policy which aims to achieve the following objectives:

Enhancing customer satisfaction

The customer is the yardstick of our quality; the customer is the focus of our activities and evaluates our performances. We meet our obligations which we agreed with our customers, in order to maintain their confidence and our partnership.

Respecting legal and governmental requirements

The company engages to respect all environmental-related legal and governmental requirements as well as the binding obligations regarding our activities.

Ensuring the deadlines as agreed as well as the quality of our products and services

With regard to our performance, we are equally concerned about quality, quantity, and delivery reliability, as well as the traceability of our products. We follow a “0 defect strategy”. Preventing defects has priority over defect removal. Thanks to the application of a knowledge management using “Best practices” and lessons learned from our mistakes, we are able to remove the root causes of defects to make sure that it will not occur again.

Being to the disposal of our interested parties and giving feedback to them

We regularly review the needs and expectations of interested parties at all sites from the aichele GROUP

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Implementing and maintaining intensive partnership-relations with our suppliers and service providers

The quality of our products is also based on the quality of parts and services we receive from our suppliers. We therefore demand the highest quality from our suppliers and external service providers and support them in their efforts to achieve mutual quality targets.

Providing an optimal work environment to our employees

Our success is driven by the commitment of our employees – people who ensure the company's existence with their engagement, their ideas, their willingness to perform, their motivation, and who thus push the company to a top position. Since 1992 aichele GROUP's team work has been successfully implemented worldwide.

One of our most important tasks is to maintain and to continuously develop the competences and the know-how of our employees.

Motivation, self-responsibility, and the awareness for the quality and environment of our employees are reinforced by continuously improving the work environment, by regular training, exemplary behavior, open communication and implication of our employees to the decision-making processes.

Promoting improvement

Continuous improvement of the Group's overall performance represents a permanent objective of the organization. We promote continuous development of the management systems applied within the Group.

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Protecting the environment

The company aims to continuously improve the protection of the environment within its activities and to minimize all impacts on the environment. The company ensures the application of this policy by implementing an environment management system. Further the company promotes the awareness for the environment and the responsibility towards the environment of the employees and ensures respective instruction or training for environment-related services. The target is to continuously reduce the consumption of resources and energy, to minimize emissions and wastes for protecting the environment and for avoiding waste.

Global management commitment

The global management has implemented quality and environmental management systems and engages to:

- Monitor the efficiency of the management systems
- Define quality and environmental targets in accordance with the strategy and the context of the different sites
- Define actions for facing risks and opportunities
- Set up, maintain, and regularly review processes including a review of the actions realized or handling risks and opportunities
- Providing the resources needed for maintaining the management systems as well as definition and communication of respective responsibilities and rights

Global Management

10-29-2020

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Date



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Signature