

# CORPORATE- & QUALITY POLICY



Deloro Wear Solutions GmbH

Scope:

Deloro Wear Solutions GmbH | Zur Bergpflege 51 - 53 | 56070 Koblenz | GERMANY



## CORPORATE POLICY

Our actions are based on our values, mission, vision and the Deloro Group's **Code of Business Conduct and Ethics**. Our employees are guided by these principles in all their business activities: Deloro attaches great importance to ensuring that all business and cooperation partners also comply with our business and ethical code. The main topics in the code are listed below:

- Occupational safety
- Data protection & confidentiality
- Equality
- Economic interests
- Gifts and hospitality
- Dealing with environmental and energy resources
- Compliance Import & Export

Deloro Wear Solutions GmbH has defined its vision, mission, values and leadership principles, which form the basis of the corporate culture and policy. The satisfaction of our employees has the highest priority. A positive working atmosphere has been proven to have a great influence on personal health and we are firmly convinced that only satisfied employees can realise their full potential and thus make an important contribution to positive corporate development and a lasting competitive advantage.

In order to be able to develop and promote the potential of our employees in a targeted manner, our human resources team has dedicated itself to employee development and promotion.

The overarching corporate strategy defines our corporate direction, which includes, for example, the definition of our target markets, service and product portfolio. This results in the necessary processes and positions for the company, which are reflected in the organizational charts of the divisions.

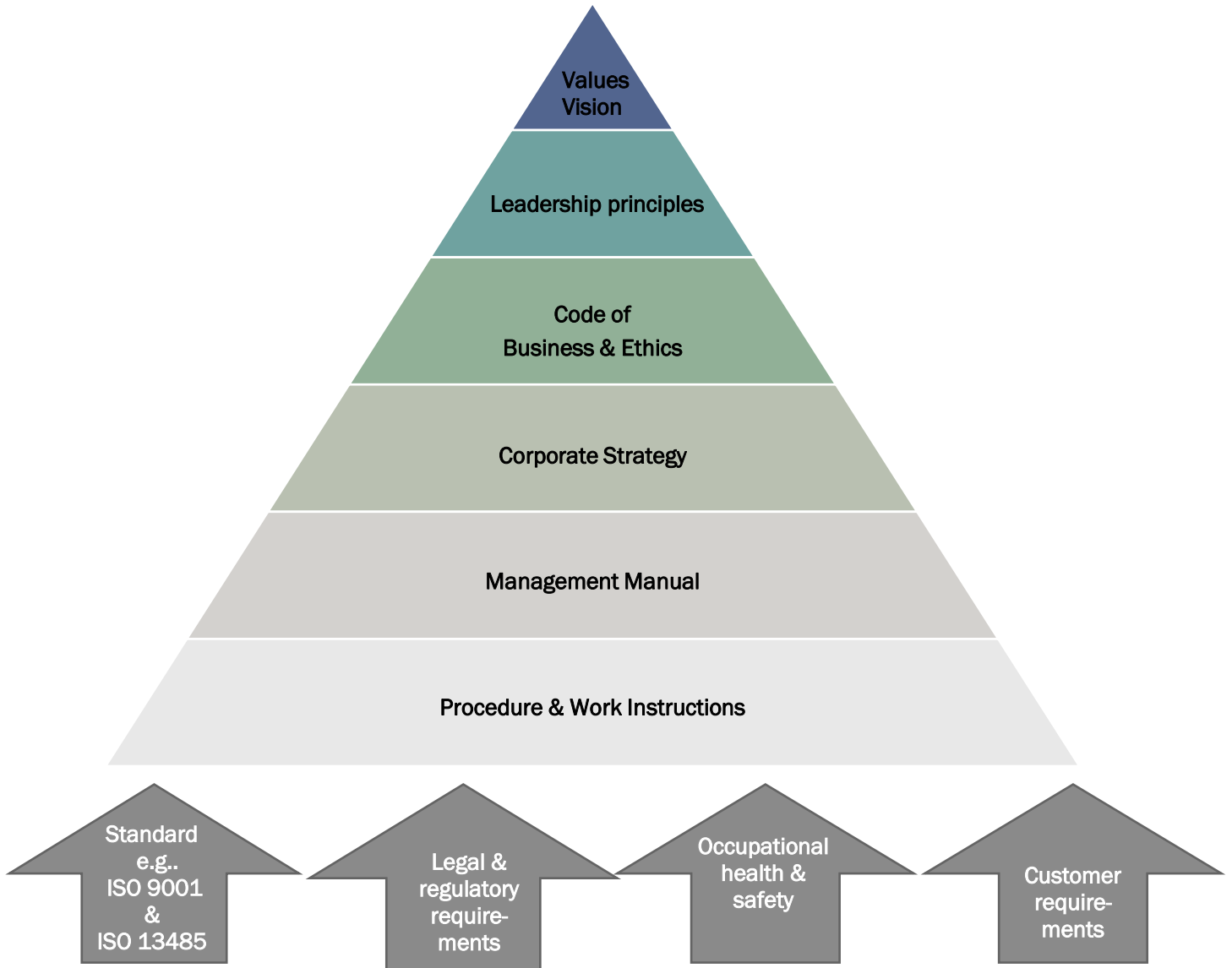
In the Management Manual and the corresponding procedural and work instructions, the core and support processes are described in detail and all relevant process flows are presented. The documentation serves to secure the know-how and thus the future of the company

In the following pyramid we have presented our corporate policy graphically. (Appendix 1).



## Appendix 1

### Corporate Policy pyramid



Signed.

Koblenz, 05.07.2022



Place, Date

Michael Rünz, CEO Deloro Group



## QUALITY POLICY

- **Definition Quality**

For us, quality means that our products and services fully meet the requirements in terms of their nature and functionality.

- **Goals**

Our primary objective is to provide our customers with

- ✓ The right services and materials & PTA plants
- ✓ At the right time
- ✓ At the right place
- ✓ In the agreed quality
- ✓ At a reasonable price

- **Quality Management System**

With the help of our integrated quality management system, which is regularly audited according to DIN EN ISO 9001 and DIN EN ISO 13485, and our internal quality assurance, we work every day on the continuous improvement of our products and services as well as the operational and supporting processes. We want to be perceived as a quality leader and reliable partner by our customers and business partners.

- **Further training | „Learners Organization“**

Our extensive range of further education and training courses is geared towards this objective. Deloro offers its employees (in addition to the legally required training) the opportunity to further their professional and personal development. Maintaining and building up know-how is essential in order to remain competitive and to be able to produce/offer products and services that ensure the long-term profitability of the company and thus make a relevant contribution to maintaining and creating jobs.



- **Additional quality-related documents**

- ✓ **Management Review**

The evaluation of our Quality Management System is carried out by the Management and the Management team within the framework of the annual Management review. Any deviations identified are defined, analyzed and remedied within the framework of action plans. Risk assessment is also carried out as part of the Management review and is the responsibility of the Management team and the responsible Managers in the departments.

- ✓ **Code of Business and Ethics**

In our Code of Business Conduct and Ethics we have defined the guidelines for our actions towards employees, customers, business partners and third parties.

- ✓ **Corporate Policy**

Principles of our entrepreneurial activity.

- ✓ **Management Manual**

Our core processes and supporting processes are described here.

- ✓ **Procedures and Work Instructions**

Detailed descriptions of workflows and process steps.

Signed.

Koblenz, 05.07.2022



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Ort, Datum

Michael Rünz, CEO Deloro Group

