

## The 10 points of emz company policy

We the emz are a successful family led company. We strive engaged for Excellency in our relations and processes. We are proud of our company and our international presence.

1. We think and act in corporate processes with clear targets which derive from mission, vision and strategy.
2. The effectiveness of our management systems and emz processes is checked by regular reviews and derive meaningful improvements.
3. Our actions are directed to our KOMM star. Orientation guidelines are the five star tops:
  1. Smiling company
  2. Long term durability/ lastingness
  3. Zero failures
  4. Zero waste
  5. SpeedThe star top Speed addresses the requirements of the digital change and agility. We give our customers the results they need now – quickly.
4. Our objective is to create customer benefit. By their qualification and commitment, all employees take self-dependently care for a perfect result of work and inspire our customers. We want to correspond to the demands of the customers as well as the legal obligations and maintain a fair and cooperative partnership with the relevant interested parties.
5. For our company quality and innovation are the essential distinguishing features in the competition. We refer these features to our products, processes, services and cooperation which we continuously develop.
6. We admit the highest priority for occupational safety, health and environmental protection. Therefor we oblige to avoid what does any harm to the employees, the company or the environment.
7. Problems, deviations and failures are chances for innovation and continuous improvement for us. For noticed deviations we care for a sustainable improvements (PDCA-circuit) to avoid waste company wide. We reach this through our “method case”, which is summarized by emz under the process KOMM.
8. We assess the environmental compatibility for the development of new products and production processes. From regular reviews of the environmental aspects we generate targets for the continuous improvement of the resources application and the environmental compatibility.
9. The employees are supported in all questions to quality, environmental and occupational safety by their managers and the managing director.
10. We maintain a fair relationship and an open information policy with our partners and the public. We are engaged for the society at all of our locations.

Nabburg, 10.October 2017

A handwritten signature in black ink, appearing to read 'Thomas Hanauer'.

Thomas Hanauer

Managing Director



THE SMILING  
COMPANY