

Hagedorn-NC is generating a lasting corporate value, securing profitability, jobs and the future of the company. These aims are being pursued by

- Establishing our market position as a supplier of highly qualified problem solutions
- Developing excellent customer relations and become their preferred supplier
- Respecting the staff, supporting and strengthening them to achieve their highest performance
- Following ethical and legal basics of the countries we are doing business with

## Principles

### Commitment to our customers

The customer is at the center of our dealings. We commit ourselves to

- deliver constantly high quality products at a reasonable price-/payment ratio,
- listen to our customers and to understand their demands,
- deliver goods and services, which fulfill the spoken and unspoken expectations of our customers,
- continuously measure and improve our services.

### Integrity and respect

- We work as a team in order to fulfill our tasks and goals effectively.
- We aim for a common and mutual benefit.
- We respect the individuality of each and any, we support openness and honesty.
- We expect self-responsibility of each individual and support of others.

### Safety and Responsibility

- As an individual we expect full self-responsibility, as member of the teams we support the responsibility of the other one.
- We avoid wastage and concentrate on our strong points through efficient usage of our resources.
- Our operating procedures are adapted to the demands of our environment, which is worthy of protection, as well as our employees and external service providers.
- We follow the principle of: No task is so important that the safety of a person has to be put at risk.

### Innovation

- There is nothing that has not got the potential to be done better.
- In order to constantly improve our performance, we continuously question our product quality, services, methods and procedures. To achieve this we take advantage of the qualifications, motivation and creativity of our staff, as well as the knowledge of modern science and up-to-date commercially available technologies.

Hagedorn-NC GmbH Management

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