

## Corporate policy / guidelines

Hagedorn-NC GmbH aims to generate sustainable corporate value and secure profitability, jobs and the future of the company by:

- establishing ourselves as a provider of high-quality problem solutions on the market,
- developing excellent customer partnerships and becoming a preferred supplier for our customers,
- respecting, supporting and encouraging employees to achieve the highest level of performance,
- complying with ethical and legal principles of the countries in which we do business.

### Environmental and energy policy

Hagedorn-NC GmbH is committed to operating its business in an environmentally responsible and resource-efficient manner. To ensure that this is an integral part of our operational activities, we are particularly committed to

- aligning our operations with applicable environmental regulations, laws and regulations,
- avoiding environmental pollution and to keeping disruption to employees and residents as low as possible,
- minimizing our energy consumption and waste generation per unit of production wherever economically feasible,
- using energy responsibly and efficiently and to taking measures to improve both the economic and ecological energy balance,
- comprehensively recording and analyzing energy flows within the company,
- communicating openly and constructively with our employees and the wider environment to ensure that our employees and service providers are aware of this approach and support it,
- continuously improving environmental performance through economically feasible measures,
- communicating these principles to our employees and external companies and thus ensure that the requirements for environmentally conscious practices are integrated into operating procedures, training and decision-making processes and are part of the performance evaluation.

### Occupational safety strategy

For Hagedorn-NC GmbH, the safety of its employees is of great importance.

We aim to always provide a safe and healthy working environment for our employees, contractors and visitors.

All Hagedorn employees, regardless of their position and duties, have primary responsibility for ensuring that the work they perform or supervise is carried out safely and without injury.

We support Hagedorn's security goals and objectives in every respect.

We must never allow the actions of our companies to distract from our top priority, the well-being of our employees.

No task is so important that it can endanger the safety of a person.

Since we know very well that all accidents are preventable, we have set ourselves the goal:

„No injuries“

### Commitment to our customers

Hagedorn-NC GmbH has decided to align its actions with the demands and wishes of its customers.

In order to achieve the greatest possible customer satisfaction, we want to

- Listen to our customers,
- individually record, understand and respond to the expressed and unstated requirements and wishes of our customers,
- offer our customers added value through high-quality goods and services,
- make our customers' cooperation with us pleasant and successful,
- measure our customer service and publish the results,
- continuously strive to improve our customer service.

With these measures, we aim to fully satisfy our customers and become preferred suppliers.