


As a small-sized, family-run company, we always strive to win new customers and secure follow-up orders through our high-quality standards. We aim to achieve this by:

- Involvement of the parties interested in the company and their contextual issues through communication
- Compliance with regulatory and legal requirements for the company
- Dealing with risks and opportunities, taking into account interested parties as well as contextual issues
- Competitive prices and above-average quality of our products
- Transparency in internal and external presentation
- Achieving customer satisfaction by meeting customer requirements
- Compliance with and communication of ethical principles
- Conscious approach to issues related to climate change
- Conscious use of resources:
 - Organizational knowledge
 - Employees
 - Material
 - Capital
 - Environment
 - Energy
- Continuous development of the organization, products and our employees
- Establish and foster a direct, mutually beneficial customer-supplier relationship

Corporate guidelines

- The friendly contact and exchange with our customers
- Flexibility and short response time in communication from interested parties
- Continuous training of employees to increase employee satisfaction
- Social responsibility in employee management and motivation
- Responsible action in occupational safety
- Continuous improvement of all processes, especially in small steps, enable the even development of our employees and products
- The management is committed to meeting customer requirements and to continuously improving the effectiveness of our management system
- Constant monitoring of product conformity and on time delivery

To achieve these objectives and targets, the management system is comprehensively described in a management manual and is monitored by regular audits. The established regulations are accepted and complied with by all employees. If improvements are identified, the employee informs his or her superior and actively participates in the continuous improvement of the company's performance.

JOHNSON CITY, FEB. 10, 2026 
City, Date and Signature