

## Company policy Schwab-Feller AG

Efficient organization, in accordance with the 9001 (Quality management) standard and FCOS 6708 (Health and safety at work) regulation, ensures high company standards are adhered to vis-à-vis the customer.

### **Early cooperation with the customer**

Conducting a timely feasibility study creates the conditions for the subsequent optimal fulfilment of all requirements. As far as possible, we seek cooperation with the customer as early as the project phase. With our high-quality products at competitive prices and on-time delivery, we fully meet the wishes and needs of our customers.

### **Flexibility – Reliability**

Thanks to straightforward organization and short communication routes, we are able to react flexibly, quickly and reliably to the changing needs of our customers. Our customers can rely on the timely delivery of the products ordered, in the right quantity and in the required quality.

### **Information – Training – Communication**

The achievement of these goals requires that our employees, as the most important guarantors of quality, are informed about the “whys” and “hows” of quality and health protection. The abilities and interests of our employees are to be promoted individually through appropriate training programs. By means of suitable internal and external means of communication, we create trust and thus ensure the acceptance of our company.

### **Error prevention – Quality measures**

The basis for forward-looking error prevention is to be laid by defining suitable manufacturing and behavioral processes, considering health protection and optimal training of our employees.

These measures also lead to greater efficiency and profitability. This means that all employees, irrespective of their employment level and qualifications, are responsible for the quality required in their area of work and for compliance with the health protection requirements, no matter who the controlling and monitoring bodies are.

### **Cooperation with suppliers and other interested parties**

Suppliers are selected based on our quality and environmental standards. We promote good cooperation by working in partnership. Where necessary, we check the delivered products and evaluate their performance. Where necessary, we involve authorities, associations, etc. (interested parties) in order to meet the environmental and occupational safety requirements.

### **Legal compliance and ecology**

We comply with the relevant laws and ordinances of our municipality, our canton and that of our state. We ensure that the legal requirements are complied with, and on this basis, we commit ourselves to strive for continuous improvement of the company. By using consumables sparingly, we avoid unnecessary pollution of the environment.

Waste must be reduced and disposed of in an environmentally friendly manner.

We respect the health of our employees and take appropriate preventive measures.

### **Targets and continuous improvement**

The guarantee of the required quality of work is to be verified, confirmed or corrected by measurable, phase- and job-specific targets. The recognition of opportunities and risks by the management enables us to further develop the company, and this is guaranteed by periodic reviews.