



mit uns **technisch überlegen**

Corporate Policy

Heinrich Georg GmbH

Satisfied customers and their sustainable economic success represent our key performance standards. For us it is not enough to concentrate on ecological and economical challenges in order to act responsible and sustainable. As a worldwide operating family company we respect our global obligations and responsibilities.

It is our duty to fulfill the requirements of our customers and all further relevant stake holders with top results which we will improve systematically and continuously. Compliance of laws and further binding rules is obligatory for us. For this reason GEORG has implemented an integrated management system, the regulations hereunder are obligatory for everyone working at GEORG. It is based on principles that have to be transformed during our daily work and realization of our products and services. They serve as our guideline in our daily cooperation and during our continuous efforts to improve our processes and products´.

General principles

We make it simple

The world is complicated enough. Our customers, employees and partners are therefore happy when something works easily. That's why we work every day in reducing complexity and describe our products and processes easy to understand, effective and efficient according to the principle: reduce to the max.

We work constructively and in agile structures

Many processes interact with various departments and functional areas. Our agile organizational structure allows us to work together effectively. We do this with utmost care for openness, objectivity and in a friendly manner. Well knowing, together we are stronger.

We take responsibility

Everyone of us bears responsibility for his actions and his results. This applies for employees and partners as well. We support each other, we are open to give and take constructive criticism, we allow mistakes and to learn hereof and together we convince with our achievements. That's what we always keep in mind.

We agree what we want to achieve together

Only who knows his target can reach it. That's why we define clear requirements and pursue them consistently. Together, we define milestones and determine by when they have to be reached. On our way we regularly check our status.

We are competent

We encourage a learning culture and invest in well-trained employees by qualification and promotion. We support a culture where everyone can contribute his knowledge and skills.

We are open to new ideas

We thrive on the ideas of our employees. And it's not just about big projects. What counts is continuous improvement throughout the company. Therefore every employee identifies improvement potentials and looks for causes and solutions. Should the proposal result in a measurable improvement we make it the new standard. Plan, Do, Check, Act.

Customer satisfaction - Principles of quality

We want satisfied customers

This we achieve with products and services whose quality meets or exceeds the expectations of our customers. We keep contact with our customers and involve them actively in the development of our solutions thus learning from their requirements in order to develop technologically and economically leading solutions. By regular surveys and by personal contacts we monitor the satisfaction of our customers and hereby generate improvement potentials.

We keep our deadlines

We keep what we have promised. Therefore we plan our deadlines realistically. However, should there be important reasons for a delay, we inform our partners well in advance.

We keep control of our quality

We regularly evaluate and document the quality of our work. Therefore we determine measurable quality criteria and objectively check compliance with them. Key performance indicators help us to make the quality of processes measurable. Deviations are rectified with effective measures. We use effective methods to eliminate deviations. We are only finished when customer requirements and our quality standards have been met. What counts is a strong result.

The quality of our suppliers is part of our quality

Our suppliers contribute to a high extent to the quality of our products and services. We therefore place the same high quality demands on them as we do on ourselves and monitor their performance quality.

We handle mistakes constructively

We talk about mistakes and eliminate them efficiently. Mistakes happen. We acknowledge them and make them transparent. . Because every mistake is an opportunity for us to develop further. Therefore the persons concerned look for the reason in detail and ensure that the same mistake will not happen again. This happens directly at the place of action , i.e. exactly where the error occurred. In order to avoid mistakes in advance, we also rely on preventive quality assurance.

We keep standards

Our guide lines and processes are based on international standards, customer requirements, our knowledge and experience. Their knowledge and binding compliance are the basis for our quality.

People at GEORG - Principles of safety and health at work

Our target is 0 accidents

We take care of injury and illness preventively. Hazards will be eliminated immediately and minimization of risks for safety and health is always our priority.

Safety beats Speed

Compliance with safety rules is always a priority, even when things can be done "on the fly" or time is short. We save time by reducing downtime.

We provide safe and healthy working conditions

Employees can work safely in their environment. Working conditions are designed health friendly. Work equipment provided is regularly maintained and is safe for its intended use.

We want motivated employees who feel well

We create a corporate culture which supports the well being of our employees and which motivates them to improve their performance.

We involve our employees

We actively involve our employees or their representatives in the design of working conditions and aspects of occupational safety and health.

We are aware of our responsibility

Safety is a responsibility assigned equally and without exception to all employees; supervisors and management are accountable for the health and safety of employees in their areas of responsibility.

We design family-oriented workplaces

We see our employees as people embedded within their professional and private social relations and support them by a family-oriented workplace design. Safety and health is our concern even beyond our premises.

Environmental protection at GEORG - Principles

We are committed to environmental protection

To ensure that future generations can also experience this world in all its diversity, we consider it as our duty to make a contribution to protecting the environment. Furthermore we are convinced that environment friendly products and services will also lead to the benefit of our customers. It is our duty to constantly improve our processes, products and services by efficient use of resources and thus to continuously increase our environmental performance as well as reduce ecological damage.

We use resources efficiently

The responsible use of resources such as energy, water, prime materials, as well as the disposal of waste and the appearance of emissions, represent for us essential environmental aspects. Their continuous optimization extends throughout the entire company.

We invest in sustainable values

Through a long-term corporate orientation, continuous investment in a good and environmentally conscious infrastructure, in research & development, in well-trained personnel and in modern working conditions, as well as support for social education projects, we face up to our responsibility for lasting values every day.

Information Security at GEORG - Principles

We are aware that caused by the trend of digitalization the value and importance of information for a successful operation and a trouble-free execution of processes has become more and more important. The willingness to disclose information and especially personal related data predicts the trust in GEORG for a responsible data handling. Therefore, the protection of know-how, information and personal related data means for us highest priority. We are committed to ensuring the confidentiality, integrity and availability of information in our daily work with our customers, employees and partners and to systematically and continuously develop this protection.

Digitalization

We protect our information systems against manipulation to ensure uninterrupted delivery of our solutions and internal services.

Know-How protection

We protect information relating to our know-how.

Data protection

We protect personal related data.

Certifications

Our management system is certified according to: <https://www.georg.com/en/certificates/>

- Quality Management
- Environment
- Safety and health at work
- Health management