

Integrated management policy

31.01.2024

Our corporate goal is to develop, manufacture and distribute innovative, market-orientated, and energy-efficient high-quality products worldwide in an environmental and sustainable manner.

We understand quality as the fulfilment of customer requirements, expectations and wishes. Customer benefit and the satisfaction of our customers are the measure of quality for us. Through the process-orientation of our company, we ensure the transparency of the processes in our company and align them with the needs of the employees, the company and the groups interested in our company's services.

The avoidance of **environmental** pollution, the reduction of waste, the efficient use of energy and occupational health and safety are the basis for the economic success of our company. STIEBEL ELTRON pursues the vision of a sustainable future that enables a decent life worldwide and preserves the natural basis of life for **future generations** in the long term. With our products, we help people to lead a more sustainable life. We owe it to future generations to contribute to climate protection and thus to **sustainable development**, not only with our products and solutions, but also with our processes. We are committed to using environmentally friendly and energy-saving technologies, processes, and products, and to incorporating ecological and social concerns into decision-making processes wherever this is compatible with technical and economic requirements. The executive management provides the necessary resources to reduce environmental impact, accident, and health risks and to continuously improve energy-related performance.

Our **employees** are our most important asset. Through targeted training measures, we promote their expertise and motivation to think and act in a customer- and quality-orientated way as well as in an environmentally and energy-conscious manner. In addition to professional expertise, we also promote the personal development of our employees. We embrace an open culture of error and give our employees room for creativity and the realisation of their own ideas. We do not tolerate discrimination against our employees. No one may be disadvantaged, favoured, or harassed on the basis of characteristics such as gender, skin colour, religion, nationality, political or other beliefs, ethnic origin, disability, age, sexual orientation, or any other legally protected characteristics. We promote diversity within the company and an open, inclusive corporate culture. The executive management and all managers, employees and staff are committed to implementing and complying with legal obligations and other relevant regulations and standards.

By systematically identifying and assessing hazards, we are able to evaluate risks and take preventive measures for **health and safety at work** in accordance with the state of the art. The health of our employees is of great importance to us - injuries and illnesses should be prevented. We therefore require our employees to contribute to health and safety at work, consult them, involve them or their representatives in decisions and ensure compliance with the defined rules of conduct.

We see our **suppliers** as partners that we integrate into our quality and environmental strategy in order to improve the effectiveness and efficiency of our value-adding processes. Occupational health and safety, energy efficiency and environmental protection are therefore key aspects in the procurement of new equipment.

The executive management and all managers are primarily responsible for the fulfilment of this policy. Through their example and behaviour, they lead their employees and encourage their efforts to improve. All employees contribute to the continuous improvement of our performance and the effectiveness of our integrated management system in terms of quality, environmental protection, **energy efficiency** and health and safety at work and are thus involved in the realisation of the corporate strategy. The stringent implementation of the annually defined corporate goals is regularly reviewed by the management.

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