

# company policy

## Aalberts Surface Treatment Europe (STE)

### our company

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Aalberts Surface Technologies GmbH, with our business unit Aalberts Surface Treatment Europe (STE), stands for services in surface technology at the highest level.

Our core competence is the production of functional and highly durable coatings and coating systems for metallic surfaces of various alloys.

As a leading supplier in our industry, we impress our customers with quality, innovation and responsible action.

We pursue the goal of creating real added value for our customers by developing sustainable solutions of the highest standard. With our corporate policy, we not only want to be perceived as an economically successful company, but also as a responsible and valuable player in the market and society.

Through our active and open information policy towards employees, authorities, relevant stakeholders and the public, we demonstrate transparency in the relevant areas and create a corporate culture based on trust, integrity and partnership.

We act sustainably, maintain close relationships with our customers, employees and suppliers and see ourselves as a partner for long-term cooperation.

With this focus, we want to have a positive influence on the markets in which we operate, as well as on society, our surroundings and our environment.

Our aim is to act as a role model in our industry and to create lasting value both today and in the future.

In order to comply with our corporate policy guidelines, our sites have a certified quality, environmental and energy management system, which is regularly reviewed and recertified through internal and external audits.

### our mission

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Our mission is to be and remain a responsible, innovative and sustainably growing company. We are characterized by the highest standards in quality, customer satisfaction and partnership-based cooperation.

Through the targeted use of our high-performance coating technologies and services, we create significant added value for our customers and make a major contribution to the sustainability of our customers' products.

Thanks to our excellent customer service, we develop solutions along the value chain that exceed our customers' expectations.

A high level of customer satisfaction and a fair pricing policy are at the heart of everything we do. In this way, we ensure the continued existence of our company in this industry and at the same time make a significant contribution to the success of our customers as a strong partner and know-how provider.



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## the importance of our employees

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Our employees are our most valuable asset. The goal-oriented cooperation of all employees is the capital of our company.

By involving employees in forward-looking developments, we create an open and positive working environment that promotes creativity, innovation and commitment and encourages active participation. In this context, we support and encourage our employees with the aim of ensuring that everyone sees themselves as part of the company and can realize their full potential.

Because we know that qualifications, motivation, a sense of belonging and the company's success are closely linked.

We promote diversity, equal opportunities and respectful interaction with one another, regardless of ethical affiliation, religion, gender, age, nationality, disability, sexual orientation and political opinion. Integrity, honesty and openness are the cornerstones of our business practices. We always act according to the highest moral standards and respect the rights and opinions of all stakeholders, including customers, employees and suppliers.

## the importance of our customers

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Our customers are at the heart of everything we do. We understand their needs, challenges and goals in order to offer customized solutions that create real added value.

We offer our customers an excellent service characterized by fast response times, expertise and reliability. Our aim is to provide our customers with a first-class experience at all stages of the collaboration, from initial contact through to aftercare.

Our aim is to develop long-term partnerships based on trust and mutual success. We are committed to delivering the highest quality services and coatings to meet our customers' requirements.

Our sales teams work closely with customers to identify challenges and provide effective, scalable solutions. We see ourselves as consultants who not only sell, but also help our customers achieve their business goals.

We are constantly working to develop innovative solutions and services that add value for our customers. We strive to always offer the best solutions for our customers' current and future needs.



We value our customers' feedback and incorporate it into our continuous improvement processes. Open and honest communication is of the utmost importance to us. We inform our customers clearly and promptly about all relevant developments, price changes and delivery times.

Our aim is to deepen trust, avoid misunderstandings and ensure clear communication.

## the importance of our quality and quality management

Customer satisfaction is at the heart of everything we do.

We understand and meet our customers' expectations and always strive to exceed them.

In this context, we are committed to providing services of the highest quality.

We achieve this through intensive quality controls, continuous training and development of our employees and the constant improvement of our processes.

We use feedback from our customers to continuously expand and optimize our services.

We understand quality management to mean the proactive approach of identifying potential sources of error at an early stage and eliminating them through targeted measures.

Risks are systematically analyzed in order to avoid corrective measures as far as possible and to increase the efficiency of our processes.

Our quality management system forms the basis for our processes and decisions.

We are committed to complying with all relevant standards and regulations and to continuously reviewing and improving our system in order to guarantee consistently high quality.



## the importance of our suppliers

Our suppliers are an integral part of our quality strategy. The quality of our products starts with our suppliers.

We expect our suppliers to meet the highest quality standards, and we work closely with them to ensure the highest standards for raw materials, components and services.

In this way, we ensure that we achieve continuous improvements in product quality and production processes.

We maintain long-term, partnership-based relationships with our suppliers, which are characterized by high quality, good delivery service and optimum problem-solving expertise. We integrate our suppliers into our corporate philosophy and thus promote understanding and compliance with our requirements by our suppliers.



## the importance of safety (HSE), prevention, emergency and incident management

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The safety of our employees, business partners, customers and the public is at the heart of everything we do.

Every accident or incident is preventable, which is why safety is an integral part of all daily activities and decision-making processes.

Only in this way are we able to initiate proactive measures to prevent incidents and minimize risks.

Through continuous risk assessments and the implementation of appropriate measures, we ensure that hazards are identified at an early stage and incidents are avoided.

In emergency situations, minimizing risks to people and the environment is our top priority.

We have emergency plans that are regularly reviewed and updated. Our employees are comprehensively trained and sensitized to potential hazards. Regular training and drills enable our employees to act calmly and safely in the event of an emergency or incident.

We comply with all relevant legal regulations, standards and guidelines for occupational safety, health management and environmental protection. This applies both locally and globally to ensure a high level of safety and environmental protection.

We are committed to the continuous improvement of our HSE performance. Through regular reviews, feedback and the use of modern technologies, we continuously improve our incident prevention procedures and increase safety at all levels of the company.



## importance of environment - energy - resource and climate protection

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Our company sees climate protection as one of the key challenges of our time and is committed to doing its part to reduce greenhouse gas emissions.

Sustainability is a key component of our corporate strategy and we strive to systematically reduce our carbon footprint.

We are committed to protecting the environment and using natural resources responsibly and focus on developing sustainable processes and complying with ecological standards.

Above all, this includes minimizing emissions and hazardous waste, which have an impact on our environment as well as on occupational health and safety.

Furthermore, we are always on the lookout for alternatives or substitutes for the respective raw materials for our coating processes in order to be able to offer our services in an increasingly environmentally friendly manner in the future.

We are committed to continuously optimizing our energy consumption through the efficient use of resources. This includes investing

in modern technologies, energy-efficient processes and improving our operational procedures.

Energy efficiency is a key aspect in the planning and implementation of all company activities.

The continuous monitoring and documentation of our energy consumption and, in future, CO<sub>2</sub> emissions are key components of our energy and climate strategy.

We carry out regular internal energy audits to identify potential savings and initiate appropriate measures, which are supported by investments in innovative energy projects where necessary.

Our employees play a central role in energy and CO<sub>2</sub> management. We promote awareness of sustainable energy use and CO<sub>2</sub> reduction at all levels of the company. Through training and open communication, we encourage our employees to play their part in achieving our energy and climate targets.

## importance for management

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As management, we are committed to consistently implementing and safeguarding the corporate policy in all areas. It is anchored in our daily actions and clarifies our values, principles and guidelines, which are essential for the long-term success and sustainability of our company.

Compliance with these guidelines is not only the responsibility of the management, but is mandatory for all employees. We expect every individual in the company to respect the established guidelines and integrate them into their daily work.

As management, we are committed to creating an environment that promotes compliance with the content of our corporate policy. The regular exchange of information and open communication on the content of the corporate policy with all employees, customers, suppliers and interested parties are the basis for compliance with our corporate policy.

Kerpen, the 16.11.2024



(Maik Staude, managing director)



(Sebastian Kowolik, managing director)

