



1. Quality policy

- The wish to satisfy our customers at the best determines the way we are acting
Our customer sets the standard on the quality of our products and services. We meet with his or her requirements extensively and in time.
- The company policy is in accordance with the company's objectives
The general management defines the company policy ensuring that it complies with the company's objectives and is compatible with the company's context and strategic orientation.
- Every employee contributes to realizing the customers' requirements on his or her responsibility
The in-house relation between customer and supplier applies. Already the next person within the in-house working process is our customer – he will get perfect results of work.
- It is a vital task of the management to improve the consciousness for quality
We assure the high qualification of every employee by means of consistent further training and detailed information. Management staff are role models with implementing the quality awareness.
- Preventing mistakes has priority over eliminating mistakes
Eliminating mistakes is not sufficient! It is important to find the potential sources of mistakes and get rid of them preventatively and in the long run.
- Improving the quality is a permanent duty
The initiative of every single employee to permanently improve the processes, method and environment of work is an important contribution to personal success and satisfaction and secures our top position in the market.
- Incorporating interested parties in our management system
The expectations of interested parties are incorporated in our business processes and are an integral part of our management system.

We bind our suppliers to our demands on quality. We support them with the realization of our common objectives on quality in a fair and open partnership.

2. Environmental policy

- Keeping the effects on the environment as low as possible
We should use our own abilities to solve the regional and global environmental problems.
- Environmental protection has priority
The environmental compatibility of processes and products is integrated into the process „continuous improvement“.
- Relation between KTR's environmental management and subcontractors, companies working in the service sector, trade partners, processing companies
Together with the aforementioned partners the environmental compatibility of products and production facilities are subject to a continuous process of improvement.
- Environmental laws and rules
We oblige to respect every environmental law and rule which is relevant for the company. Moreover, the in-house rules of conduct should be adhered to.
- Information and dialogue
Open and detailed information, the dialogue with customers, subcontractors, trade partners and the public are very basic. The cooperation with political institutions and public authorities is based on a trusting basic attitude seeking for acting and including emergency provision.
- Information of employees
With regard to environmental protection every employee is informed pursuant to his job. The employees are obliged to realize these principles and follow the legal and official instructions within the framework of their job.

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- Objectives
 Every year we set detailed and measurable objectives and do every effort to reach them.
- Publicity
 The company, quality and environmental policy is published on KTR's homepage.

3. Policy for occupational safety and health

- Entrepreneurial awareness
 The overall occupational safety and health protection is an integrated part of our company policy. We give health and safety at work highest priority. Our target is to avoid accidents, work-related illnesses as well as physical and mental strains at work.
- Meeting with national and international laws
 KTR and its subsidiaries meet with all national and international laws and provisions relating to occupational safety and health protection. In-house corporate policies and standards are binding for every employee within the KTR Group.
- The KTR requirements are compulsory for suppliers, service providers and business partners
 KTR expects its business partners to observe laws and provisions relating to safety and health protection. This is considered for the selection of and cooperation with partner companies.
- Ergonomics at work
 Capacity and commitment of our staff are promoted by the ergonomics of the work processes. Therefore we permanently strive to continuously improve our common work environment. The occupational safety and health protection serves the purpose of facilitating the work, increasing productivity and improving quality and performance.
- Accident-free operation
 The aim of the KTR Group is to offer the optimum working conditions to healthy staff in an accident-free company. This calls for our staff as well as the staff of third-party companies to observe the safety rules. We ensure this observance by advice, monitoring, introductory programs for new employees as well as by risk assessments of the work processes.
- Independent action
 Our managers are obliged to act in a responsible and exemplary manner when it comes to occupational safety and health protection and to support our staff. Our employees need to personally assume responsibility for health and occupational safety by performing their work in a safety-conscious way.
- Continuous improvement
 Our staff is involved in the organization of their workplaces, their work environment and their work processes aiming at a continuous improvement.
- Health promotion
 We do not only oblige our staff to act in a safety-conscious and health-conscious way within the company, but we promote and support the adoption of these behaviors in other areas of life. The development of safety and health competences is a firm part of personnel development and corporate culture.

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