

## Basic Principles of Quality Policy

### Customer Satisfaction

We aim to be a preferred supplier for all customers. This target applies to all internal and external customers.

### Error Prevention

We work to avoid errors before they occur. Error prevention takes precedence over error handling.

### Continuous Improvement

We strive for constant improvement of our services in the areas of quality, productivity and economy. Our customers should always receive immaculate service.

### Manageability of Services

All deliverables provided by the company must be feasible and fully understood and appropriately managed by all stakeholders.

### Accommodation of Customer Requirements

Compliance with and implementation of customer requirements as well as legal standards and regulations is an obligation for all employees of the company.

### Quality Responsibility

Each employee assumes responsibility for quality in his or her area. This includes the obligation to take measures to reduce possible effects if quality specifications are not met. Our employees are the supporting element of our company and we want to further develop quality awareness through targeted sensitization and the role model function of our managers.

## Principles of Environmental Policy

Environmental protection is firmly embedded in the thinking of Ryosan Europe GmbH and is reflected in our environmental policy as follows:

### Environmental Protection and Employees

We encourage and promote the awareness of the preservation of our environment among all employees. For this purpose, our employees are continuously made aware of up-to-date information. As needed, we hold appropriate training seminars.

### Environmental Protection and Law

We commit to comply with all environmental legislation. In addition, we will take all necessary measures to constantly reduce the environmental impact.

### Environmental Protection and Yield

By handling materials, energy, water and waste responsibly, we preserve the environment and also reduce our costs at the same time.

### Environmental Protection and Technology

By utilizing the latest technologies, we contribute to the preservation of the environment, and this applies to our products and services to the same extent. In all processes - procurement, production, sales, customer support - avoiding waste and pollution is a concern to all employees.

### Environmental Protection and Communication

Environmental protection is strengthened through dialogue. We conduct this dialogue with all employees in the company in order to raise environmental awareness and to avoid occurrences that are harmful to the environment and their effects. This includes the exchange about our environmental principles with our customers and suppliers through which we gain additional ideas for continuous improvement.