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German: [Unternehmenspolitik der INDULOR-Gruppe](#)

This system is based on the following principles:

Increase customer satisfaction

Satisfied customers = Company success!

Our customers are the focal point of our actions. We identify their requirements and work with our customers to meet them as early as possible. Our goal is to meet the mutually agreed customer requirements (including those related to quality and product safety) at all times, to develop solutions to problems in accordance with the highest quality standards and thus to increase customer satisfaction.

Inclusion of all employees

All employees fulfill their tasks for the benefit of the entire company and are jointly responsible for the company's success. Every employee is called upon to contribute to the success of the company through committed and responsible action. We assess and further develop the competence of our employees.

Continuous improvement

The management commits itself and its employees to the continuous improvement of processes and products, taking into account quality, environmental, energy and safety aspects (occupational safety and data protection), in order to achieve a reduction in costs and environmental impact, to ensure our economic survival and to enable planned growth.

Our employees are actively encouraged to make their contribution to improving processes in terms of economy, ecology, energy efficiency, and safety.

Safety, Sustainability and Social Responsibility

Our economic actions are accompanied by social principles and environmental aspects.

We want healthy and secure jobs for our employees and employees of our contractual partners. *Our objective is to operate facilities and plant areas that are safe for people and the environment and are technically reliable. The prevention of major accidents and the mitigation of their consequences are our highest priorities.*

We want to reduce environmental pollution and lower our own energy consumption. Our energy management system helps us to identify possible energy-saving measures. It leads us to implement these systematically and to check their effectiveness.

Our energy management system enables us to systematically assess energy-efficient alternatives and to procure them, taking into account economic viability, sustainability aspects and quality.

We regularly review our activities and processes to minimize potential negative environmental impacts as well as energy and resource consumption. When developing new products and using new equipment, we assess *their potential hazards* and their environmental compatibility in advance. Our goal is to avoid environmental pollution.

Our workplaces and processes are designed using state of the art technology so that risks to health and environment are avoided, and long-term risks are minimized. *In the planning, construction, modification, and operation of our facilities, we consider all applicable legal requirements as well as the state of the art in safety technology.* It is our duty to continuously improve *plant safety* and health and safety throughout the company.

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Incidents that led or could lead to damage are systematically investigated. Measures are implemented to prevent a recurrence of such incidents.

We maintain a cooperative dialogue with the authorities and the public and pursue an open information policy.

We undertake to observe all relevant binding obligations, to identify their requirements and to comply with them.

The company's management is responsible for the implementation of these principles and for ensuring the necessary organizational, human, and technical prerequisites required for their effective application.

Ankum, September 10th, 2026



Thomas Fengler
Managing Director

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