



## The Schmersal Group – principles of our quality policy

The Schmersal Group provides customers around the world with systems and solutions for machine safety, occupational health and safety and areas of automation technology. We focus on industrial automation, conveyor technology and lift engineering. Our tec.nicum division with its comprehensive range of services makes a significant contribution to our solutions.

As a reliable partner, we can support our customers with any questions they may have relating to functional machine safety and offer them a one stop shop for complete solutions. We consider our work successful if we fulfil or, if possible, exceed the expectations of our customers and contribute to a safe, long-term and future-proof improvement in their production processes.

### Principles of our quality policy

- We derive our objectives from our customers' requirements.
- Based on the statutory requirements, we want to achieve high levels of added value for our customers.
- Processes are developed, improved and executed by people. In terms of quality, continuous development of the skills and expertise of our employees is of crucial importance.
- It is the management's role to create a framework for guidance in which our employees can put all their efforts into achieving our targets.
- Error reporting culture: Anyone spotting a quality issue should resolve it or obtain assistance. We resolve issues by removing the causes, not the symptoms.
- The quality of our products also depends on the quality of our bought-in parts. So we expect our suppliers to support us in making our quality objectives a reality.

### Our quality objectives

- Our position in the world market as a leading provider of machine safety is one we want to build on further.
- We aim for a very high standard of quality which is consistent around the world and a continuously increasing level of productivity.
- For us, quality is about more than providing outstanding products and services. Our aim is always to meet or exceed our customers' expectations with respect to quality and production expertise.
- Our customers should see us as their preferred partner.