

1. Our top priority is to generate sustainable earnings. This is the only way we can survive on the market in the long term, make the necessary investments and implement innovations. **Economic success makes** us a reliable business partner for our customers, a good employer for our employees and a contributor to social welfare in the region.

2. For us, sustainable business means an unconditional **focus on quality**. Only by delivering the highest product, process and service quality can we achieve the high level of **customer satisfaction** and customer loyalty that is necessary to survive in the demanding global sales market. This is why the quality of our products, processes and services, customer satisfaction and **data protection** - the confidential treatment and protection of personal data in accordance with the GDPR - are extremely high priorities.

3. Sustainability, environmental protection, consideration of climate change, safety awareness and risk awareness for our customers - and therefore also for us - are the key success factors in global competition.

4. As a modern traditional company with over 110 years of market experience, we see it as our task to know the needs and **requirements of our customers** and to fulfil them in dialogue with them in an economical and competent manner. To remain a premium partner for our customers in the future, KGM specifically promotes innovation and idea management and continuously implements new technologies.

5. We have implemented an **integrated management system** in accordance with international standards, which we actively live and continuously develop. The integrated management system takes into account not only the risk management but concerns of occupational safety and environmental protection also key components of health management, compliance management and is an integral part of our corporate philosophy.

6. Targets are set for all functional areas. The management creates the environment together with the executives and works towards achieving these goals. The achievement of objectives and the **effectiveness of our management system** are evaluated at fixed intervals using process indicators.

7. KGM is committed to ensuring innovation and the continuous improvement of products, company processes and all workflows at all levels in line with a

zero-defect strategy, as well as improving environmental and energy-related performance and thereby making the company's overall performance more effective.

8. We control our production processes with the aim of manufacturing flawless products that secure the long-term existence of the company. Our processes are geared towards cost-effectiveness, energy efficiency, ergonomics, occupational health and safety, hygiene and state-of-the-art technology.

9. We are aware of our **responsibility towards all interested parties** and are committed to complying with all relevant legal regulations. This expressly includes all other binding obligations to fulfil the requirements imposed on us by our interaction with interested parties. This includes, in particular, our obligation to comply with fair business practices and transparency as well as crisis management that considers the concerns of our stakeholders.

10. We are committed to avoiding or minimising environmental impacts and pollution as well as risks to the health and safety of employees. This is achieved through **prevention** and by **involving the workforce**. When fulfilling the requirements that apply to us, the consideration of energy use, energy consumption and energy efficiency as well as the careful use of resources and the sustainable use of resources are important guiding principles.

11. Global suppliers, service providers and other contractual partners are also included in KGM's processes for mutual benefit. Management ensures **that ethical** and **ecological standards** are adhered to and pays particular attention to products and services that contribute to improving environmental and energy-related performance.

12. Achieving the company's goals is only possible with the involvement and commitment of all employees. By contributing their skills, abilities and ideas and guided by the provisions of our **Code of Conduct**, our employees are the key pioneers and guarantors of the company's success

Fulda, 27.11.2024
The management

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