

- 1.** Our foremost goal is to generate sustainable earnings. It is the only way to persevere in 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 staff, and allows us to contribute to the social welfare of our region.
- 2.** In our view, sustainable business means unconditional quality orientation. Only by delivering at the highest standards of product, process and service quality can we achieve the high level of customer satisfaction and loyalty we need to survive in a demanding global market. This is why the quality of our products, processes and services, as well as customer satisfaction, are our top priorities.
- 3.** We are convinced that, apart from profitability and quality orientation, environmental protection, safety consciousness, and risk awareness are essential success factors in global competition – for our customers and for us as well.
- 4.** As a modern company with a rich tradition and more than 100 years of experience in the market, we consider it our mission to know the needs and requirements of our customers, and to fulfill them efficiently and competently through maintaining close and consistent customer contact.
- 5.** We have introduced a management system compliant with international standards, which we live by and continuously strive to improve. Our integrated management system also addresses the concerns of work safety and environmental protection and is an essential component of our corporate philosophy.
- 6.** Objectives are defined for all functional areas and levels and the management creates the environment along with the executives and works to achieve these goals. The achievement of objectives and the effectiveness of our management system are evaluated at fixed intervals by management and executives.
- 7.** For KGM, it is a binding task to ensure the continuous improvement of products, business processes and all processes at all levels as part of a zero-defect strategy and to improve the environmental and energy-related performance, thereby making the company's overall performance more effective.

- 8.** We control our production processes with the aim of producing flawless products to secure the long-term existence of the company. Our processes are geared to economic efficiency, energy efficiency, ergonomics, occupational health information, hygiene and state-of-the-art technology.
- 9.** We are aware of our responsibility towards customers, employees and interested parties and are committed to complying with all relevant legal regulations. This explicitly includes environmental and occupational safety laws. Furthermore, all internal requirements for the fulfilment of the requirements imposed on us by the interaction with interested parties are explicitly included.
- 10.** We commit to avoiding or minimising environmental impacts and pollution as well as risks to the health and safety of our employees. This is achieved through prevention and the involvement of the entire workforce. In complying with the requirements applicable to us, the consideration of energy use, energy consumption and energy efficiency as well as the careful use of resources are important guiding principles.
- 11.** For mutual benefit, suppliers, service providers and other contractual partners are also included in the KGM processes. Management pays particular attention to products and services that contribute to improving environmental and energy performance.
- 12.** The company's goals can only be achieved through the involvement and commitment of all employees. By contributing their capabilities, skills and ideas, and guided by the provisions of our Code of Conduct, our employees are the cornerstone and guarantor of the company's success.

Fulda, date 22.05.2019

Board of Management



Matthias Richter      Stefan Steinmetz      Christian Braun