

Code of Conduct - Corporate Social Responsibility

1. OUR VISION

We want to delight our customers with innovative solutions in the fields of contour-etched parts and combined etch-laser parts.

We strive for the position of most attractive and preferred provider by building an internationally significant market position through excellence, reliability, and above all customer service.

Together with dedicated, competent employees we seek to uphold values and act responsibly in our collaboration with partners.

We strive for profitable growth and sustainable corporate stability.

We undertake to comply with all applicable legal obligations.

2. CUSTOMERS

Satisfied and enthusiastic customers are the yardstick by which we measure our actions, as they decide our future.

We ensure customer satisfaction through:

- Trusting collaboration in the spirit of a partnership
- Courteous, cordial helpfulness
- Needs-based development and implementation of solutions to problems
- Continuous sharing of experience
- Reliable, flawless delivery and competent services

These principles apply just as much to 'customers' within our companies and our corporate group.

Companies belong to this corporate group:

- Ätztechnik Herz GmbH & Co. KG
- Lasertechnik Herz GmbH & Co. KG
- H-Gruppe GmbH

3. EMPLOYEES AND LEADERSHIP GUIDELINES

The competency, dedication, creativity and integrity of our employees are key for our corporate success. We train our employees to help them improve their performance, create a safe working environment and strive to ensure a fair system of remuneration based on performance.

- We approach our employees in a spirit of openness and understanding

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- We show respect and appreciation to our employees and also support them with personal concerns
- We provide and request critical feedback to help our employees and ourselves to develop
- We inform our employees in good time and in detail about issues and concerns facing the company
- We make timely, comprehensible and clear decisions and include our employees in the process when possible
- We acknowledge our responsibility for staff motivation and seek to create an inspiring environment
- We support the development of our team and foster interdepartmental collaboration
- We promote personal initiative and conscientiousness among our employees
- We are open to new things, as well as opinions and proposals put forward by our employees
- We do justice to our function as role models
- We are deeply concerned with protecting the physical and mental well-being of our employees

4. PRODUCTS AND SERVICES

Our products and services should:

- Create and satisfy customer aspirations
- Offer our customers benefits
- Satisfy the highest quality standards
- Facilitate work
- Be easy to assemble, use and service
- Be competitive and always one step ahead

We trust in technological progress, safety and environmental compatibility. We have established a continuous improvement process (CIP) throughout our company.

5. QUALITY

Our standards demand the utmost commitment – from the first to the last contact with our customers and business partners. "Made by Ätztechnik Herz" stands for

- Innovative products
- Durability
- Functionality

We want satisfied customers who can depend on our quality.

6. COMPETITORS

- We perceive competitors as a challenge and an incentive to perform as best we can
- We seek to uphold the principles of fair competition and disapprove any kind of corruption
- We respect their intellectual property
- We compete with them in a sporting spirit

7. ENVIRONMENT

- Our products and processes should be environmentally compatible and conserve resources
- We seek to contribute actively to improving our environment
- Our behaviour should demonstrate that the economy and ecology can go hand in hand
- Use of the best available technology with due consideration of its efficiency guarantees safe, capable and environmentally compatible manufacturing processes
- We are committed to continuously improving our environmental and energy performance
- We are committed to ensuring that the resources and information necessary to achieve the strategic and operational objectives are available.

8. SOCIETY

- We foster open and trusting relationships with the general public
- We embrace a particular social responsibility in our region



- We support peace, diversity, social integration and respect for other cultures
- Personal dignity is an inalienable right
- We promote young people and local associations
- We volunteer our services where possible to benefit society as a whole

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