

Liebherr Domestic Appliance Corporate Policy

We are a globally active **family-owned company** and as such we have a great responsibility to society, the environment, our customers, our employees and our suppliers. We are convinced that we can only achieve long term success if we always give due consideration to this in our actions and achieve the best possible harmony of economy, ecology and social requirements.

This policy puts the basic values of the Liebherr Group into concrete terms and expresses what Liebherr-Hausgeräte GmbH sees as quality, sustainability and responsibility. It applies without exception to all our production sites.

Our ultimate objective is to be the “first choice” of our **customers**. We therefore want to be able to react flexibly to customers’ wishes and establish ourselves as their partner of choice in the long term. Our appliances feature innovative, green technologies, elegant design and a high standard of quality.

Our **quality** claim follows the logic of the zero error principle which means that error prevention is the main focus. Our processes undergo **successive and continuous improvement** through the controls we have established.

Our **employees** are the key to our joint success. We are convinced that our committed employees can continue to maintain the quality of our products and services in the future. Our cooperation is based on the principles of decency, mutual respect, fairness and trust. We undertake to support our employees’ careers with basic and advanced training and to provide them with secure jobs and a healthy working environment. These basic and advanced training courses are designed to motivate our employees in the long term so that they each accept their responsibility for the company and the environment.

We want to reduce the **environmental effects** of our products and production plants by means of regulations and statutory guidelines. For this purpose, we want to steadily optimize **our use of resources** and improve our **energy-related performance**. Our products are designed to take the environment into account throughout their life cycles (definition, development, production, use and disposal).

**Active
Green**

The stress, adverse effects or dangers to which our employees, local residents and the environment are exposed are minimised. This applies even in the event emergencies and breakdowns. To achieve maximum **safety**, we have established precautions which are regularly reviewed, evaluated and, where necessary, developed.

Suppliers and service providers are included in our quality and sustainability standards from an early phase. Improvements at our production plants are not achieved by outsourcing critical production processes to our suppliers.

We have a commitment to maintain an **open, objective dialogue** with our employees and the general public.

Our **integrated management system** is designed to satisfy these requirements and achieve our objectives. Its effectiveness is reviewed at regular intervals through audits.



Mr. Bauer H.



Mr. Gillen J.



Mr. Nagel S.



Mr. Walther D.