

## Liebherr-Hausgeräte company policy

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As a globally active **family business**, we have a great responsibility towards society, the environment, our customers, employees and 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 clearly defines the core values of the Liebherr Group and expresses what Liebherr-Hausgeräte GmbH stands for in regards to quality, sustainability and responsibility. It applies in its entirety to all production locations.

Our primary goal is to be the first choice amongst our **customers**. Consequently, we want to react flexibly to customer requirements and establish ourselves permanently as a preferred partner. 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 working relationship 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 training and further education measures are intended to motivate our employees in the long term, so that they independently assume their responsibility for the company and the environment.

We seek to reduce the **environmental impact** of our products and production sites beyond the specifications of the regulations and statutory requirements. In order to do so, the consumption of resources must be continuously optimised and **energy-related performance** must be constantly improved. In our products, the environmental concerns are taken into account across the entire life-cycle (definition, development, production, use and subsequent disposal).

The burdens, adverse effects or dangers to our employees, residents and the environment are reduced to a minimum. 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.

At an early stage, **suppliers and service providers** are integrated into our current quality and sustainability standards. Improvements to our production locations should not be achieved by transferring critical production processes to our suppliers.

We are committed to having an **open and objective dialogue** with our employees and the public.

Our **Integrated Management System** is designed to satisfy these requirements and achieve our objectives. Its effectiveness is regularly checked by audits.



Steffen Nagel



Thomas Obererlacher



Andreas Seifert



Detlef Walther