

Liebherr Hausgeräte 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. We also provide necessary information and resources to achieve the agreed objectives. These courses are designed to motivate our employees in the long term so that they each accept their responsibility for the company and to work with competence on the continuous improvement in the fields of quality, environment, energy and sustainability.

We want to reduce the **environmental effects** of our products and production plants by means of legal regulations and statutory guidelines. Compliance with all binding obligations is a matter of course for us. 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). **Resource consumption** is to be continuously optimized, **energy-related and environmental performance** should be continuously improved. The energy required to produce our products and the development of greenhouse gases should be reduced in the long run.

**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.

Our **partners** such as **suppliers** and service providers are included in our quality, environment, energy and sustainability standards from an early phase. In the procurement of products and services, the new investment or the conversion of systems, we pay attention to the best solution from energy point of view.

We have a commitment to maintain an **open and 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 and continuously improved.



Steffen Nagel



Dr. Clemens Philippon



Detlef Walther