

IMS Manual

Corporate policy

The primary objective of our company is to achieve maximum customer satisfaction, with products and services that fulfil our customers' expectations completely. Only by achieving such customer satisfaction will our competitiveness, our commercial success and thus our continued existence and development be secured.

To be assured of fulfilling the expectations of our customers, we offer only high-quality products and services.

This we achieve by providing the necessary infrastructure, devising and documenting our own process-oriented work flows and constantly striving to refine and optimise them in response to the changing demands of the market and to our own fault analyses.

In affording our employees and partners the necessary training and support, we promote a sense of shared responsibility at all levels of the business for quality, the environment, energy and occupational health and safety, whilst at the same time insisting upon an unrestricted **adherence to the following fundamental principles**.

Legal compliance

We comply with all relevant legal and regulatory requirements of the applicable legal system(s) across all of our German and international sites and branches.

We ensure that all partners working in our name, or undertaking work on KAESER products, apply the same standards of quality and environmental protection as we apply ourselves.

Occupational health and safety

We assume responsibility for the health and safety of our employees in their place of work.

We contain any hazards and ensure the best possible preventative measures against accidents and occupational diseases.

By means of training and instruction, we ensure that all employees are properly versed in the subject of occupational safety.

We offer health-promoting support services to our employees.

Respect for fundamental human rights

We promote equality of opportunities and treatment for all our employees, regardless of skin colour, ethnicity, nationality, social background, disability, sexual orientation, political or religious beliefs, gender or age.

We respect the personal dignity and right to privacy of every individual.

We will not tolerate any unacceptable treatment of personnel, such as psychological cruelty, sexual and personal harassment or discrimination.

We provide appropriate remuneration and guarantee the statutory national minimum wage.

We comply with the statutory maximum working hours of the respective countries in which we operate.

Insofar as is legally permissible, we recognise freedom of association for our employees. We neither favour nor discriminate against members of employee organisations or trade unions.

Information Security Management System

In order to guarantee the confidentiality, availability and integrity of our data and those data made available to us, we are integrating an Information Security Management System as per ISO 27001 into our existing Integrated Management System. Furthermore, we adhere to the recommendations of the Federal Office for Information Security regarding matters of best practice.

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Data protection

KAESER KOMPRESSOREN SE and all its subsidiaries and branches guarantee the protection of an individual's right to privacy as enshrined in the regulations relating to data protection, informational self-determination and data security. When an individual visits our websites, all personal data thus collected are treated as confidential and in accordance with statutory regulations.

All in-house regulations are formulated by the company in accordance with the provisions of the European General Data Protection Regulation (GDPR (EU) 2016/679), the EU Data Protection Directive (EU) 2016/680 ("Data Protection Adaptation and Implementation Act") and the new German Federal Data Protection Act (BDSG).

All parts of the business are especially committed to compliance with the principles of transparency, of the specific necessity of the data being processed, of the legal basis of collection, processing and use of the data, and of data avoidance and minimisation.

All managers and employees are familiar with these regulations and are under instruction to comply at all times with the rules of conduct relating to personal data.

Prohibition of corruption and bribery

We do not tolerate any form of corruption or bribery, including the illegal offer of payment or gifts, nor do we permit ourselves to be involved in any action intended unduly to influence a decision-making process.

Prohibition of forced and child labour

We do not hire employees below a minimum age of 15 years old. In territories subject to the exemption for developing countries as per ILO Convention 138, the minimum age of employment may be reduced to 14 years.

Environmental protection

We believe that maintaining the quality of the environment is not just the responsibility of the state, but also of every business and individual.

We therefore undertake appropriate measures to verify and assess the current and future effects of our activities and products on the environment with respect to statutory national and international standards.

On this basis, we are able to determine the necessary measures for a sustainable operation.

Efficient energy usage

We use the term "sustainable operation" with regard to energy usage to refer to a conscious use of energy resources: i.e. an approach that preserves resources and lowers energy costs, whilst protecting the environment through the reduction of CO₂ emissions and other negative environmental effects.

We have introduced a dedicated energy management system and we set out in our energy policy exactly how we intend to achieve our strategic goals in relation to energy efficiency.

KAESER products are not only extremely efficient in operation; energy consumption is also kept to a minimum during their production. For our own purchasing purposes, we strive to find ever more efficient products and services. We produce an energy consumption overview of all individual areas of the business, which we then statistically analyse so as to be in a position to assess the type and scope of respective energy usage and the appropriateness of our energy consumption. Finally, we define explicit operational goals and take the necessary measures to ensure a continuous reduction of our power consumption.

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Corporate objectives

Continued success in the global market can only be ensured by the achievement of the following **corporate objectives**:

- Devise the best solution for every customer
- Offer competitive pricing
- Meet quality expectations
- Deliver to the agreed schedule
- Make internal processes as efficient as possible
- Ensure minimum possible environmental impact

These success factors are all interdependent. However, the single most important factor is quality, as this cannot be compensated for by any of the other points.

For us, the objective “ensure minimum possible environmental impact” means our products should not only operate efficiently and in an environmentally-friendly manner by delivering “**more compressed air for less energy**”, but also that we should consume as few natural resources as possible throughout the production, sales and service processes.

These corporate policies constitute obligations for the responsible parties but do not constitute any rights for third parties.

Thomas Kaeser
Management Board: Chairman
KAESER KOMPRESSOREN SE

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