

HANSGROHE GROUP CORPORATE POLICY

In recognition of its responsibility towards society, the Hansgrohe Group consistently acts in ways that safeguard the occupational health and safety of its entire workforce at their place of work.

Moreover, the Group will act in ways to ensure the **environmental compatibility, safety** as well as the highest standards of **quality** in its production processes and products, ensure that water, energy and other valuable resources are used in a responsible and sustainable manner and that the company's ethical principles are fully observed.

This is reflected in the following guidelines which determine and govern the day-to-day work of all employees in all areas of the company.

- We are guided by the demands and needs of our **customers** and users of our products. Our quality policy pursues the zero-defect principle, focuses on **error prevention** by applying preventative and statistical methods to control the manufacturing processes.
- We comply with all applicable legal and other relevant **requirements**; for this purpose we are working together with all public authorities on the basis of mutual trust. All employees, suppliers and visitors are obliged to comply with the legal requirements as well as work, health and environmental protection regulations.
- We strengthen the **awareness** of our employees, in their respective areas of responsibility, of the importance of health and environmental protection, occupational and plant safety, quality assurance as well as the sustainable handling of water, energy and other valuable resources.
- Besides the quality of our products, our **innovative capability** is a crucial competitive factor, which is why we demand and encourage the target-oriented creativity of our staff in a process of **continuous improvement**.
- The **competence** of our employees plays a key role in being able to meet this high quality standard. We analyse the required competence for each task in our team and with the careful selection of employees and comprehensive personnel development measures we ensure an appropriate level of expertise in all areas of the company.
- We subject our business activities to **risk analysis** on a regular basis as a means of proactively detecting and eliminating potential sources of risks; moreover, we investigate all known incidents or near-incident and analyse their causes in order to detect and eliminate weaknesses.
- We support the achievement of targets set for our energy management system, among other means by purchasing **energy-efficient products and services**.
- We provide appropriate **technologies**, tools and processes as well as all information necessary to support in the best way possible the implementation of and compliance with these guidelines.
- We support close **cooperation** with our suppliers and contractors in order to ensure that their services and work practices meet the requirements arising from these guidelines.

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As part of our integrated management system and our risk management we regularly review compliance with these guidelines with the aim of further improving our health and environmental protection as well as our work and plant safety, quality assurance and the use of energy. Furthermore, we subject the **effectiveness of our integrated management system** to a regular audit by an independent authority as part of certification audits.

The executive board of the Hansgrohe Group assures the necessary means and structural conditions for the implementation of this corporate policy.