

CORPORATE POLICY

Sustainable management is part of the self-image of the Hansgrohe Group's.

As a pioneer in the industry, we are constantly striving for *EXTRAORDINARY BUSINESS RESULTS*.

Therefor we align economic success with social responsibility and environmental protection.

RESPONSIBLE MANAGEMENT

Worldwide customers trust in our brands and have confidence in them. We support this trust through innovative top products and our technical service. Every employee contributes with his work to strengthen our *QUALITY PERFORMANCE*, as well as our brands. We understand and fulfill requirements we are confronted with. Wherever possible, we exceed customer expectations and seek a high level of *CUSTOMER SATISFACTION*.

Important corporate decisions are made on the basis of facts and with a clear focus on our corporate environment and interested parties. To ensure *COMPLIANCE* we determine and evaluate the requirements we are confronted with. We expect employees, suppliers and visitors to comply with relevant regulations.

We share knowledge and know-how within our organization. We also invest in the *COMPETENCE* of our employees by conducting specific personnel development. By promoting purposive creativity we strengthen our capacity for innovation. We are already building the foundation for future innovations by researching for products, materials and *RESOURCE EFFICIENT PRODUCTION PROCESSES*.

We work *IN A PROCESS ORIENTED WAY*, with emphasis on *ERROR AVOIDANCE* and continuous *IMPROVEMENT*. Regularly, we conduct a *RISK ANALYSIS* on all of our processes to proactively identify and eliminate sources of danger. We sharpen the awareness of our employees for important topics.

PRODUCT RESPONSIBILITY

We offer resource efficient products in *PREMIUM QUALITY*. We do not compromise on *PRODUCT SAFETY*. During the development process we consider relevant environmental aspects and legal requirements.

Our products are manufactured according to our strict quality standards, they are approved and patented. These standards apply to our own production as well as to competent suppliers. We promote close *COOPERATION* with suppliers and contractors. To ensure that they meet our requirements we support them by means of development measures.

SAFETY AND SECURITY AT WORK

We share the passion for top-design premium products and ensure the success of the Hansgrohe Group with our engagement. At work, we *DO NOT MAKE CONCESSIONS* to occupational safety & health protection. We analyze workplaces carefully. We use *MODERN TECHNOLOGIES* and offer *PROGRAMS FOR PREVENTION*.

RESOURCES EFFICIENCY AND ENVIRONMENTAL PROTECTION

As *GREEN COMPANY* we strive for a small *ORGANIC FOOTPRINT*. That is why we use resources and energy responsibly and reduce undesirable environmental impacts continuously. We invest in efficient products and services and, in addition to conventional energy, also rely on renewable energy. In energy-intensive areas, we are continually improving the *ENERGY EFFICIENCY*.

We verify the *EFFECTIVENESS OF OUR MANAGEMENT SYSTEM* by means of internal audits and the certification of an independent agency. The top management ensures necessary resources, information and structural requirements for the achievement of strategic and operational goals.