

## What we stand for

### WE INSPIRE CUSTOMERS WITH INNOVATION, DESIGN AND QUALITY

With **inventive spirit, passion** and the latest technologies, we set the pace of water. Through innovative products, perfect design, and superior technologies, we generate enthusiasm with water. We create outstanding customer experiences—from bathroom inspiration to implementation. By maintaining highest **quality standards** in research, development and production, we live up to the high demands placed on us and our products. With our brands and our customer promises, we earn trust around the world. The **satisfaction of our customers** and partners is our top priority, which is why we strive for excellence in customer service and distribution logistics. Wherever possible, we exceed our clients' expectations.

### WE TAKE RESPONSIBILITY FOR SOCIETY AND OUR ENVIRONMENT

We take **responsibility** for our corporate actions with a view towards our **society** and our **environment**. Nature is close to our hearts, and that is why we are committed to **conserving natural resources**, protecting the environment, and ensuring **sustainability** throughout the entire product life cycle, from material origin to disposal. This includes energy-efficient and resource-conserving manufacturing, as well as the responsible use of our products and services. In particular, we are committed to continuously improving energy efficiency and reducing our greenhouse gas emissions in line with the Paris Climate Agreement. We already consider opportunities to improve energy performance when designing and purchasing new buildings and facilities. We also assume responsibility for human beings: We live social responsibility in a wide variety of facets, from supporting human rights along the value chain to ensuring safety in the use of our products. Compliance with ethical business practices toward our partners and competitors is non-negotiable for us.

### WE SUPPORT OUR TEAM AND ARE THE BEST EMPLOYER IN OUR SECTOR

Through our daily actions, we help to ensure that Hansgrohe is an **attractive employer** for current and future employees. We invest in the competence and strengths of our employees and promote them through individual career opportunities, working time models and other personnel development measures. We set out the standards for our leadership in our mission statement. Our values of **passion, trust, team work** and **appreciation** are firmly anchored in this. We promote a diverse working environment in which everyone can actively live together and develop their individual talents. The passion of our employees is demonstrated by a pronounced **feedback culture**, which we actively promote. We provide an optimal working environment and thus protect the **health** of our employees through preventive measures. We are committed to involving employees and their representatives regarding occupational health and safety and to including them in decision-making processes. Raising the awareness of our employees and partners for aspects of safety, quality, environment and sustainability are of great importance to us in order to fulfill our responsibility.

### WE ARE CONSTANTLY IMPROVING AND ARE THEREFORE A SUCCESS-ORIENTED COMPANY

Our success is based on profitable and sustainable **corporate development**. We want to develop necessary competencies and capabilities through cooperation and close collaboration with partners. Our cooperation is based on trust and transparency, and we are committed to complying with our corporate standards, legal and other obligations. As one of the industry leaders, we aim to set new standards in our industry, and we secure an advantage over our competitors by patenting our innovations. Through consistent process orientation, as well as continuous error prevention and **improvement**, we promote the steady increase of our **efficiency**. Through the targeted provision of information and resources, as well as the continuous improvement of our management system, we ensure the improvement of corporate control and commit ourselves to the definition of ambitious corporate goals. We aim to achieve further **growth** by expanding our international presence.