

# MANAGEMENT POLICY

FELBERMAYR GROUP

## in relation to occupational safety, quality, compliance, combating corruption, environmental protection and health & safety at work

As a family-owned company with firm roots in the region and a history going back more than 80 years in the fields of transport and lifting technology, as well as the building sector, we are convinced that long-term success can only be safeguarded by sustainable actions and responsible corporate governance. Our economic success forms the basis for investment in innovations, technical developments, process improvements, further development of our employees and long-term protection of jobs.

Our integrated management approach combines the requirements of regulations ISO 9001, ISO 14001, ISO 37001, ISO 37301, SCC<sup>P</sup> and the IR (EU) 779 by including the important aspects of these standards in our company strategy and processes. Systematic implementation of these standards enables us to guarantee not just professional occupational safety but also continuous improvement to the quality and efficiency of our services. Furthermore, we promote responsible handling of environmental resources, strengthen our company culture of integrity and transparency, and ensure compliance with legal and ethical specifications.

In this way, we achieve a holistic basis that enables us to minimise risks, maximise our stakeholders' satisfaction and remain competitive in the long term. Consistent implementation of these principles enables us to strengthen our market position and provide added value.

### **OCCUPATIONAL SAFETY – living responsibility**

Occupational health and safety for all people who work for us are a fixed part of our company strategy. We rely on proactive risk management measures in order to detect hazards early and to minimise them. Regular training and continuous improvements to working environments enable us to ensure that all workstations meet the highest safety standards. These measures enable us to manage our employees' health and safety effectively and to ensure it in the long term.

### **CUSTOMER SATISFACTION – our drive and standard**

Our main goal is customer satisfaction. With innovative and tailor-made solutions, we meet the highest demands and provide added value. We ensure that our services meet current quality, legal and environmental standards. Through continuous investments in further training for our employees and technology, we cement long-term partnerships.

### **EMPLOYEE SATISFACTION – the foundation of our success**

Our employees are our foundation and driving force. Their knowledge, their commitment and their ideas are the foundation of our success. We are aware of our social responsibility and therefore promote an open company culture that focuses on personal responsibility and co-determination. Through regular training programmes and targeted development options we strengthen our team's technical and personal competencies. This approach enables our employees to fulfil their potential, develop innovative solutions and realise our aims together. Our guiding principles are based on respectful management, supporting our employees, open communication, trust and being role models.

### **SUSTAINABILITY – our contribution to future generations**

Sustainability is a goal and an obligation that is an integral part of our corporate governance. As a responsible family-owned company, we design our business activities to be ecologically, socially and economically sustainable. We use modern, environmentally-friendly technologies and therefore reduce our emissions.

We align ourselves with international sustainability standards and reduce the risks posed to our business activities by climate change. We use business opportunities resulting from changes to the environment and therefore ensure long-term company survival. By complying with regulations and standards, we take an integrated approach to enable us to achieve and improve our sustainability goals systematically.

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## COMPLIANCE AND CORRUPTION PREVENTION – a foundation of integrity

Compliance with legal regulations and ethical standards is self-evident to us. We ensure that all internal and external requirements are met consistently, particularly with regard to corruption prevention and compliant conduct. Our independent compliance office monitors compliance with all regulations and is in direct contact with the general management. Our whistleblower system guarantees transparency and protects whistleblowers.

With our integrated management policy, we combine quality, responsibility and sustainability to safeguard our leading market position and to be a reliable partner for customers, employees and the environment.

## TECHNICAL RELIABILITY – preventive and future-proof

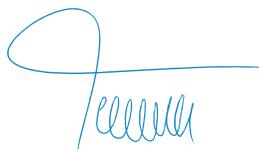
Regular maintenance and servicing enables us to guarantee reliable and high service quality. This ensures that devices are ready for use and therefore provides us with planning security, reduces costs and increases customer satisfaction. Complete archiving of documents ensures legal security and traceability.

## CONTINUOUS IMPROVEMENT – becoming continuously better, staying successful in the long term

Our company pursues a process-oriented and risk-bases approach to guarantee continuous improvements in all areas. This applies both to the quality of our services and to the efficiency of our operational processes, as well as environmental and resource protection.

General management ensures that all systems for occupational health & safety, quality assurance, environmental management and compliance are inspected regularly and adjusted in order to comply with the highest standards. We learn from experiences in order to optimise our processes further.

General management does everything in their power to provide the required resources in order to pursue this management policy and its contents and therefore to safeguard the sustainable development and success of the Felbermayr group.



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