

# Our Values and Guiding Principles

----- G. Englmayer Quality and Environmental Policy

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## Customers

We promise: Service – that inspires. Logistics - totally personal.

- Service → reliable, systematic development and continuous improvement; consistent quality and process optimization
- Service Orientation → personal care; responsible action; professional and individual customer solutions considering specific customer needs
- Implementation → on time. confidential. totally personal.

## Employees

Together we unfold our potential to be successful in the future.

- Values → appreciative, respectful, collaborative interaction as well as open communication and trust
- Competence → turning theory into practice; promoting the professional and personal development of our employees
- Protection → responsible actions, as well as the safety and health of our employees, are our top priorities

## Society / State

We connect people, cultures, economy and state.

- Responsibility → securing jobs; compliance with legal regulations, standards and self-commitments
- Culture → honesty, diversity and equal opportunity as fundamental ethical principles; support of social projects
- Commitment → focus on regional roots and sustainable action

## Environment

We are committed to protecting the environment and to the continual improvement of our integrated management system and our environmental performance.

- Use of resources → efficient use of resources and energy; reuse, recycling and environmentally sound disposal; regular review and continual improvement in line with circular economy principles
- Impact → evaluate, monitor and continuously improve performance and environmental impact; systematically minimize ecological footprint
- Consideration → in decisions and actions, we take our surroundings into account

## Partners / Suppliers

We rely on long-term, trust-based cooperation and shared success.

- Selection → economically healthy companies meet our standards and values
- Interaction → respectful, partnership-based cooperation on equal footing; clear agreements and mutual trust
- Development → learning from and with each other continuously improves our competitiveness

## Owner

We secure our future through independence and long-term success strategies.

- Principle → family as role model, connected across generations - now and in the future.
- Foresight → considering opportunities and risks, acting with resilience - for maximum potential
- Success → free in decision-making, independent in implementation - our strategy

