

# Responsibility and Customer Satisfaction

## Corporate Policy on Quality, the Environment/Energy and Safety, Security/Health Protection

The Miba Group is an innovative development partner and international supplier of customers in demanding, economically attractive market segments along the entire energy value chain. The top priority of our activities is the long-term existence and ongoing growth of our company. The high quality of our achievements for our customers and a high level of long-term customer satisfaction are the fundamental factors in achieving this goal. Parallel to the necessary business success, we strive towards sustainable, positive corporate development. This encompasses compliance with relevant legal and regulatory requirements, the UN Global Compact principles, fulfilment of social responsibilities and continuous improvements with respect to quality, the environment/energy, health protection and safety/security, while using optimally suitable technology and providing necessary information and resources. In our concerted efforts to live up to our leadership responsibilities and to translate our concerns about quality, the environment/energy and safety into reality, we have an integrated management system that is built on and developed through consistent implementation of Business Excellence, Digitalization, and the Zero-Defect and CO<sub>2</sub> Emission Reduction Principles, including the following aspects:

### To us quality means ...

- Consistently ensuring the quality of our products before production begins
- Consistently avoiding mistakes and eliminating the causes of mistakes
- Implementing a process-oriented way of thinking
- Continual optimization of all processes with the goal of using only sound processes
- Involving and developing our suppliers regarding our philosophy of quality and sustainability
- Obtaining assessments/feedback from our customers
- Reducing costs and increasing productivity
- Strengthening of our international competitive position
- That each employee contributes to reaching and maintaining our standards by taking personal responsibility

### To us environmental protection / energy management means ...

- Continual reduction of environmental pollution through elimination or reduction of emissions and waste
- The best possible use of resources, especially energy, raw materials and water
- Integration of environmental aspects (especially CO<sub>2</sub> and energy related) into development of new products and processes as well as into planning of devices, buildings and infrastructure
- Carrying out ongoing measures to save energy and CO<sub>2</sub> emissions with the aim to achieve climate neutral production by 2040 and – as a first milestone - a reduction of our production's CO<sub>2</sub> footprint by 50 percent by 2030
- Purchasing of energy efficient products and services with low CO<sub>2</sub>-foot print and high energy efficiency
- Avoiding environmental accidents by taking preventative action
- Open communication with customers, employees, authorities, and the general public

### To us safety / security means ...

- Reduction of accidents / incidents and crises through the best possible prevention
- Protection of tangible and intangible values of our company
- Compliance with applicable data protection rights, to offer our customers an adequate level of security
- Product Safety and Reliability
- Maintaining and boosting the productivity and awareness of our employees
- Elimination of the sources of danger and risks
- Promotion of safety-conscious behaviour on the part of employees, visitors and outside companies
- Consultation and participation of workers in work safety matters
- Cautiousness, orderliness and cleanliness at the workplace

The Executive Committee of Miba Group declares that this corporate policy and the principles associated with it are binding for all company processes, all organizational units and all employees. Every employee contributes to the fulfilment of these principles. We achieve and enhance the identification, motivation and skills necessary for this through the dissemination of information and target-oriented education and training. Regular monitoring and assessments of the status quo and progress by the Executive Committee of Miba Group ensure a high level of effectiveness.

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**F. Peter Mitterbauer**  
CEO Miba Group



**Markus Hofer**  
CFO Miba Group



**Martin Liebl**  
Board Member Miba Group



**Bernd Badurek**  
Executive Committee Member



**Christoph Ederer**  
Executive Committee Member



**Bernhard Reisner**  
Executive Committee Member