

IMS Policy (Quality-, environmental– and occupational safety policy)

The management of NETZSCH Pumpen & Systeme GmbH has determined the IMS policy (quality, environmental and occupational safety policy) and ensures that this is conveyed by the management executives at all levels within the organisation.

Within the context of our company we prove expectations and risks of interested parties. We set IMS-targets and make sure that these binding commitment will be fulfilled by planned measures and responsibilities.

Customer satisfaction is our top maxim in the company. We achieve this by high quality of our products and services. Our customer sets the standard for our quality. Thus, the judgement of the customer about our quality is the decisive factor.

Each **employee** contributes to the quality by their personal performance. Furthermore, it is ensured that tasks relevant to quality and product reliability are continuously planned, controlled and monitored.

The **quality** not only reflects itself in the direct performance features of our products, but is also seen in the **responsibility for the environment** and **safety** of our employees. This is an integrated part of our philosophy.

Due to the continuous improvement process, the commitment of our employees, as well as the quality of our products and services is increased sustainably, environmental pollution is minimized and illnesses and injuries at the workplace are prevented, as well as the environmental and occupational safety performance is improved.

In order to achieve this:

- we qualify and motivate our staff to take the initiative and strengthen team spirit
- we live a quality and zero-failure culture based on trust. We are not afraid of making failures, view errors as an opportunity to improve and learn from mistakes.
- weak points are discussed in safety committees and environmental circles, corrective actions initiated and monitored, as well as suggestions for preventive action prepared.
- we promote the awareness of environmental and occupational safety amongst our employees.
- we take actions in order to reduce to a minimum the negative effects on the environment, the neighbourhood and health of our employees.
- we greet reliable action for environmental and occupational safety along the delivery chain. The clear orientation on quality and customer benefits, considering to the legislation of occupational safety, is because of that one of the most important requirements for our long-term success.

Therefore, a clear focus on quality and customer benefit under consideration of tall relevant legal regulations on occupational and environmental safety, is an essential prerequisite for our long-term success.



Felix Kleinert
Managing Director



Jens Niessner
Managing Director

