

## COMPANY POLICY

### Company policy for Quality, Safety, Environment and Information security as well as operational principles and mission statement



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The senior management has defined and documented for AUGUSTIN QUEHENBERGER GROUP GmbH (*together with all its affiliated companies*) the applicable quality, safety, environmental and information security policy as a fundamental basis for entrepreneurial thinking and action.

Without a viable management system, it would be impossible to provide services that meet quality, safety, environmental and information security standards.


<b>For this reason, we ensure that the AQG company policy:</b>
is appropriate for the purpose and the context of the organisation and supports the strategic direction,
contains an obligation to meet the legal and other requirements and to continually improve the effectiveness of our IMS management system,
provides a framework for setting and evaluating quality, safety, environmental and information security objectives,
is available as documented information in the company, and is made known, understood and applied,
is assessed for its continued adequacy,
is accessible for employees via the Intranet and
to the general public via the Internet.

<b>In determining the policy we take account of the following points:</b>
The commitment to continuous improvement,
the obligation and responsibility for the protection of employees, and for occupational health and safety,
the continuous professional development of employees,
the requirements and expectations of external interested parties,
the obligation to ensure product safety,
the obligation to comply with applicable laws,
the obligation to protect the environment and avoid environmental pollution, as well as the obligation of compliance,
the commitment to sustainability,
the responsibility for social standards,
the obligation to ensure information security
the regular audit of actuality.


<b>In implementing our company policy:</b>
we take account of the requirements of DIN EN ISO 9001, 14001, 45001, 27001 as well as the recommendations from other industry standards (such as SQAS, GDP Transport, GMP FSA etc.) which form the basis of our management system,
we comply with all statutory regulations, directives and stipulations as well as other relevant requirements for the safety of food, feed and pharmaceutical products,
we are guided by the ecological, social and sustainable responsibility defined in our management system.

**The management is obligated and committed to the continuous implementation and evaluation of the following principles of company policy:**


### **1 Customers and Partners**

	Customer requirements and demands are constantly being analysed and regularly assessed according to the process-driven orientation of the organisation. The aim is to <b>increase our customers' satisfaction</b> by means of the respective products, services and solutions and to establish a partner-like relationship with our customers.
	The successful cooperation with our <b>suppliers</b> and <b>international partners</b> enables us to handle orders competently and reliably.


### **2 Process orientation and improvement**

	A key objective of our company is to strive for continuous development and <b>improvement</b> of the management system with respect to effectiveness and efficiency through the <b>process oriented alignment of the organisation</b> .
	Long-term, the future of the company is ensured through <b>economic efficiency, quality, controlling, and continuous improvement</b> of our processes and services, as well as proactively through BBS guidelines and further business expansion.


### **3 Mission statement and brand**

	Our <b>mission statement</b> serves the <b>Brand</b> , it regulates the relationship between the owners, the management and the employees through the allocation of rights and obligations. The operational guidelines are aligned to living the brand values in everyday business.
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## 4 Targets and Assessment

	The central <b>company</b> (IMS) policy and <b>targets</b> are clearly stated and defined. Pursuant to the current requirements we break these targets down into precise and measurable specifications and they are monitored by the management.
	Through the <b>annual assessment</b> of the <b>management system</b> by the company management, based on audit reports and KPI reports etc. in the form of a Management Review the <b>appropriateness, effectiveness</b> and <b>continuous improvement of the system</b> is ensured. It is updated and made accessible to all employees as necessary.



## 5 Employee

	As a company that provides a service we have a very good understanding about the significance of qualified employees. Only <b>motivated and learning employees</b> are guarantors for high quality!
	The constant <b>qualification, competence</b> and <b>training</b> of all employees is fostered and demanded.
	We make all of our employees aware of our <b>binding company policy</b> . We publish it on the Intranet, and organise training sessions to promote the <b>awareness</b> of responsibility for quality, safety and the environment.
	We take <b>responsibility for our employees</b> . As a company, we never lose sight of these guiding principles in all decisions. The <b>protection of people and life</b> is our <b>highest priority</b> .
	<i>We set targets for the improvement of occupational health and safety.</i>
	<i>We ensure that the workplace and the work environment guarantee the physical integrity and health of our employees.</i>
	<i>We commit to consultations (consultations by a specialist) and the involvement of employees or their representatives.</i>
	<i>We, therefore, carry out risk assessments, and assess identified risks and hazards to initiate measures according to a defined measures history for correction or improvement.</i>

## 6 Social Standards

	<p>We commit ourselves to maintaining <b>social standards</b>:</p>
	<p><i>Regardless of gender or origin, we offer the same social and legal opportunities.</i></p>
	<p><i>We do not tolerate discrimination in employment, recruitment, compensation, further development or termination.</i></p>
	<p><i>We stand for a fair salary. No wage is lower than the applicable legal minimum.</i></p>
	<p><i>We treat all employees with respect and dignity, independent of age, sex, family status, political affiliation, nationality and race, disability, sexual orientation, and religion, and do not tolerate discrimination.</i></p>
	<p><i>We respect the freedom of association of our employees and their right to choose their representatives freely.</i></p>
	<p>We commit ourselves to the following <b>ethical business principles</b>:</p>
	<p><i>Our essential principle is exemplary behaviour and fair business conduct.</i></p>
	<p><i>We forbid the promising or granting of benefits (e.g. bribery) in respect of customers or other partners.</i></p>
	<p><i>We are unreservedly committed to the fight against corruption and do not accept any unlawful acts.</i></p>

## 7 Environment and Sustainability

	<p>As a medium-sized, owner-managed logistics company, we carry the responsibility not just <b>for the products</b> of our customers, but also for the <b>sustainable and environmentally conscious transport</b> of these products.</p>
	<p><i>Therefore, the equipping of our vehicle fleet with low-emission vehicles is compulsory for us.</i></p>
	<p><i>Targeted inspection of the driving and running performance of the trucks also reduces the environmental burden.</i></p>
	<p><i>We use alternative modes of transport and make use of the railway infrastructure. We strive to achieve optimum utilisation of loading space and minimisation of truck journeys.</i></p>
	<p><i>We will employ only sub-carrier with our sub-standard.</i></p>
	<p>We are aware of the <b>responsibility related to the environment</b>, and as such we are committed to active and preventive environmental protection.</p>
	<p><i>Workshops: The waste products resulting from the repair and maintenance of the vehicle park are collected separately and recycled or sent for controlled disposal.</i></p>
	<p><i>Disposal: Through the separation of the various materials, as many raw materials as possible are recycled. In this context, an annual waste balance is also drawn up.</i></p>
	<p><i>Energy: As far as we are able, we will include a switch to renewable energy as part of our considerations for new construction or renovation/rehabilitation work at our sites and take this into account as far as it is economically viable.</i></p>
	<p><i>Where possible, we install photovoltaic systems on our business premises.</i></p>
	<p><i>An annual sustainability report (in accordance with current guidelines), including a CO<sub>2</sub> balance, is prepared and can be downloaded from our website.</i></p>

## 8 Product safety



Precautions are taken to ensure **product safety** at all times, and therefore to reduce complaints to a minimum.

## 9 Information security



As a service company, a large amount of information is processed with high demands on **availability, confidentiality and integrity**, the protection of which is an essential component for a trusting cooperation with our customers and partners. In addition to the legal requirements and contractual obligations, it is primarily **our own demands** to make **information security** a system-immanent aspect of our way of working.

## 10 Application and Effectiveness



In order to guarantee the **application** of the IMS system, the management board has appointed responsible persons in the company. They are - always within the scope of their designated and determined field of duties - charged and authorised to guarantee the **compliance with and the effectiveness** of the system and to report directly to the management in regular intervals and on special occasions.

## 11 Regulations and Laws



We consider it our obligation to comply with all relevant **legal and official requirements, regulations and laws** as well as internal and customer-related rules and regulations.

## 12 Interested Parties (Stakeholder)



We are committed to an open dialogue with all **interested parties that are external to the company** (e.g. customers, neighbours, public authorities, associations etc.). Our company policy is officially available for download on our website.



The corporate (IMS) policy of AUGUSTIN QUEHENBERGER GROUP GmbH is **defined and supported by the management**. It therefore applies to the entire corporate area and is **obligatory** for all levels of the company. Each employee bears qualitative responsibility for the services he or she provides and is responsible for maintaining **appropriate information security**.

The company management brings this company policy into effect.

Straßwalchen 21.08.2023

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*Place and Date*

*The release with original signature was made in the German version and is valid for all country-specific languages.*

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*Signature CEO*

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*Signature CFO*

## CHANGES

Date:	Changes:
2018-05-28	On page 2 the standard BS OHSAS 18001 has been replaced by the standard ISO 45001. On page 3 there have been some content changes made regarding occupational safety.
2020-06-12	On page 2 the demands from other industry standards were included. On page 5 the sub-carrier.
2023-08-21	The aspects of ISO 27001 were included and the layout was changed.