

COMPANY POLICY

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



Content

1	Customers and Partners.....	4
2	Process orientation and improvement	4
3	Vision.....	5
4	Guiding Principles.....	5
5	Values.....	6
6	Targets and Assessment.....	7
7	Employee.....	7
8	Social Standards.....	8
9	Environment and Sustainability	9
10	Security level and product safety	10
11	Information security.....	10
12	Application and Effectiveness	10
13	Regulations and Laws.....	10
14	Interested Parties (Stakeholder).....	10

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.

For this reason, we ensure that the AQG company policy:

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.

In determining the policy we take account of the following points:

The commitment to continuous improvement,
the obligation and responsibility to ensure the physical safety of employees
the obligation and responsibility to protect the health of employees in accordance with occupational health and safety requirements.
the continuous professional development of employees,
the requirements and expectations of external interested parties,
the commitment to product safety and product integrity
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.

In implementing our company policy:

we comply with the requirements of DIN EN ISO 9001, 14001, 45001, 27001 and other industry standards (such as GDP Transport, SQAS, TAPA TSR 1, TAPA FSR A+, GMP FSA, etc.) in their currently valid versions, 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 committed to the OCS program - (OCS - Operation Clean Sweep) and are listed as a member
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 needs are continuously analysed and regularly evaluated in accordance with the process-oriented approach of the organisation. The aim is to sustainably increase customer satisfaction and build long-term partnerships with our customers through sound risk assessments, careful planning and the reliable, secure implementation of our services and solutions.
	The successful cooperation with our suppliers and international partners 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 improvement of the management system with respect to effectiveness and efficiency through the process oriented alignment of the organisation .
	Long-term, the future of the company is ensured through economic efficiency, quality, controlling, and continuous improvement of our processes and services, as well as proactively through BBS guidelines and further business expansion.

3 Vision

	As a family-run logistics company, we want to occupy the leading position in our divisions in Central and Eastern Europe .
	A family-run company: <i>A long-term vision, flexibility and team spirit have been the hallmarks of our company for three generations. Choosing customised solutions over rigid structures is what sets us apart from anonymous conglomerates.</i>
	Leading position: <i>We are continuously growing and aim to be the best logistics service provider. Size and success are not an end in itself – they are a means to safeguard our long-term future.</i>
	Central- and Eastern Europe: <i>We grew to become a major player in German-speaking countries and in Eastern Europe, and are deeply rooted in these regions. We are leveraging this expertise to expand our market position</i>

4 Guiding Principles

	Our guiding principles are the bedrock of our day-to-day operations. All staff hold themselves to the same high standards, whether they are dealing with each other, with customers or with partners. Our guiding principles promote a strong sense of cohesion, generating trust and laying the foundation for long-term business relationships. Each and every one of us takes responsibility for adopting a trusting, forward-looking and resource-friendly approach throughout our work, in line with the spirit of our company These guiding principles shape our behaviour ...
	among ourselves in the company: <i>We live a modern corporate culture in an attractive working environment with outstanding opportunities.</i>
	when working with customers and partners: <i>We stand for reliability, personal commitment and top quality.</i>
	towards society and the environment: <i>We actively help protect the environment, live up to our social responsibility and diligently follow regulations and internal guidelines.</i>

5 Values



These values guide us in **our daily work** – today and in the future:

SUSTAINABLE:

We are a family-run business with a long-term vision spanning across generations.

We carefully and conscientiously assess how our activities impact the environment, society and economy.

We ensure fair working conditions and continuous professional development opportunities for our workforce.

RESPECTFUL:

We treat each other with respect and fairness.

We trust each other.

We acknowledge good performance.

We give honest and constructive feedback to our staff.

RELIABLE:

Customers, partners and staff can count on us.

We keep our promises.

Quality leadership is our ambition.

FLEXIBEL:

We always strive to find the best solution for our customers.

We think outside the box.

We take decisions quickly.

COMMITTED:

We embrace entrepreneurship at every level.

We support initiative and innovation.

We never settle for the status quo but pursue continuous improvement.

OPEN:

We communicate clearly and directly.

We address problems openly.

Everyone is free to speak their mind.

6 Targets and Assessment

	The central company (IMS) policy and targets 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 annual assessment of the management system by the company management, based on audit reports and KPI reports etc. in the form of a Management Review the appropriateness, effectiveness and continuous improvement of the system is ensured. It is updated and made accessible to all employees as necessary.

7 Employee

	As a company that provides a service we have a very good understanding about the significance of qualified employees. Only motivated and learning employees are guarantors for high quality!
	The constant qualification, competence and training of all employees is fostered and demanded.
	We make all of our employees aware of our binding company policy . We publish it on the Intranet, and organise training sessions to promote the awareness of responsibility for quality, safety and the environment.
	We take responsibility for our employees . As a company, we never lose sight of these guiding principles in all decisions. The protection of people and life is our highest priority .
	<i>We set targets for the improvement of occupational health and safety.</i>
	<i>We are committed to fair working conditions.</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>

8 Social Standards

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

9 Environment and Sustainability

	As a medium-sized, owner-managed logistics company, we carry the responsibility not just for the products of our customers, but also for the sustainable and environmentally conscious transport of these products. We carefully <i>and responsibly weigh up the</i> impact of our actions on the environment, society, and the economy.
	<i>Therefore, the equipping of our vehicle fleet with low-emission vehicles is compulsory for us.</i>
	<i>Targeted inspection of the driving and running performance of the trucks also reduces the environmental burden.</i>
	<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>
	<i>We will employ only sub-carrier with our sub-standard.</i>
	We are aware of the responsibility related to the environment, and as such we are committed to active and preventive environmental protection.
	<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>
	<i>Disposal: By participating in the Operation Clean Sweep® (OCS) programme and the measures taken, we are committed to largely preventing the loss of plastic pellets and their release into the environment. In this context, an annual waste balance is also drawn up.</i>
	<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>
	<i>Where possible, we install photovoltaic systems on our business premises.</i>
	<i>An annual sustainability report (in accordance with current guidelines), including a CO₂ balance, is prepared and can be downloaded from our website.</i>

10 Security level and product safety



To achieve a **high level of security** in transport and logistics and to maintain **product safety** throughout the entire supply chain, targeted measures based on various TAPA standards are implemented. The aim is to minimise risks, avoid complaints as far as possible and ensure long-term customer satisfaction.

11 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.

12 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 processes and the system and to report directly to the management in regular intervals and on special occasions.

13 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.

14 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 hereby enacts this version of the company policy as binding.

Straßwalchen 24.06.2025

Place and Date

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

Signature CEO

Created: 2018-05-28	Friederike Zagler (Head of Corporate QSE Management)			Electronically signed
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Changed:	Erich Auer (Quality Manager) 2025-06-24			Electronically signed
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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.
2025-01-07	The release box has been added. The document has been expanded to include participation in the OCS programme.
2025-05-27	Adopted the Geis Group mission statement. Separate chapter for vision and values. Due to the merger of Security GmbH into AQG, Ms. Zagler's role in the approval box has been changed.
2025-06-24	On page 3, change to content regarding occupational safety and addition of TAPA Point 1: Change to content. Point 10: Change to content by adding TAPA (security level).