Quality Policy SSI SCHAEFER

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Quality Policy

We, the employees, management, and general management at SSI SCHAEFER, are convinced that the quality of our products and services is an essential element of our corporate success. For us, quality is not only a requirement but a challenge, so we base everything we do on the following quality principles:

- **Customer satisfaction**
- **The highest quality, using a „zero defect" strategy**
- **Continual improvement**
- **Environmental awareness**
- **Supply chain management**
- **Quality requires everyone's contribution**

Customer satisfaction is the **driving force** for our business and the ultimate success of our products and services. Our customers determine the **quality** of our products and services, and in the end our company's **success.** Our main goal is to understand our customers' **requirements** and **expectations** and to not only meet but **exceed** them. We are constantly developing **new products and new technologies,** whilst applying the same focus on the quality of the solutions, so we can offer our customers new possibilities and ways.

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We aim to earn our **customers' satisfaction** and **trust** with our **knowledge, skills, expertise,** and a **cooperative partnership** and continuously **prove** and **expand** it.

We develop comprehensive logistics solutions, using a **„zero defect" strategy** for our products. For us, lessons learned are an opportunity for **innovation** and **improvement.**

A **process-oriented approach** with reproducible processes and **clearly defined responsibilities** is the basis for that. In addition, all employees are asked to **actively participate in improvement initiatives.**

We are aware of our **responsibility for both the environment and society,** and we are committed to the development of sustainable, economic, and future-proof material flow solutions. We take **actions to save resources** in order to increase energy efficiency and reduce CO_2 emissions.

We also place a strong emphasis on **safe working conditions** and a **healthy working environment,** focusing on **preventive measures.**

Comprehensive systems are in place to **ensure** that all business activities, products and services as a minimum **comply with international and local laws, regulations and guidelines.**

Our quality consciousness is also reflected in the **careful selection of our suppliers.** Our suppliers share our high-quality demands and environmental awareness with us. They are **integrated** into our **quality management system.** What connects us with our suppliers is a **long-standing partnership** that both sides benefit from.

We are fully committed to delivering industry leading, **high-quality products** and services as a **fundamental corporate objective.** Key to this is the establishment of a competent network of quality professionals reporting directly into the SSI SCHAEFER Board, continually **evaluating** and **improving** our **management systems.**

We strive to involve **all stakeholders** in the implementation of the **business's quality philosophies and maintenance** of our management systems.

Our management and all executives consider it a priority to create a **corporate culture** which promotes the employees' ability to **act** and **think** in an **independent** and **success-oriented way.**

SSI SCHAEFER ensures all employees are competent for their **roles** including the **requisite knowledge, training** and **understanding our quality standards and processes** and apply them correctly.

The contribution of every individual helps us achieve our ultimate goal: **Satisfied customers and employees.**

Neunkirchen, September 01, 2026

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