

Quality policy (status 04 | 2024)

As an international multi-service provider, Klüh combines entrepreneurial goals with high quality standards. This constitutes the basis for our relationships with customers, employees, suppliers and all other stakeholders.

1. Our high quality standard results in the following **quality targets**:

- 1.1 The overriding principle of all business activities is to ensure maximum customer satisfaction through high-quality services.
- 1.2 Quality assurance must be based on strict occupational health and safety standards. High-quality services can only be provided if the necessary measures are taken to prevent occupational accidents and health hazards.
- 1.3 All our services are provided in an environmentally friendly manner wherever possible. Quality and sustainability are equally important at Klüh. These core values are incorporated into every business activity across all areas of the company.

2. The quality objectives are implemented by means of the following **quality guidelines**, which all employees follow in their work:

- 2.1 Customer-oriented and partnership-based action lays the foundation for a profitable and satisfying relationship between our employees and customers. Through a professional and respectful exchange with our customers, we ensure the smooth adaptation of our services to existing structures.
- 2.2 Ongoing market analyses and evaluations of customer needs, assessments and wishes enable us to offer services that are optimized in terms of craftsmanship and technology. We are open to innovation and digitalization, which help us to develop time and financially effective, sustainable and environmentally friendly processes.
- 2.3 We focus on fast and professional fulfillment of customer wishes. Our services are characterized by flexibility, reliability, creativity and commitment. As a result, schedules can be tailored to requirements and costs reduced.
- 2.4 We operate sustainably in all our stakeholders, but also in our own interests. Saving resources and optimizing the use of energy benefit us, our stakeholders and our environment.
- 2.5 We regard legal regulations that form the framework for our activities as minimum requirements. Conscientious order fulfilment and organizational simplification must not be a contradiction in terms.

- 2.6 Our employees are knowledgeable, competent and friendly and thus embody the foundation of our qualitative services. A qualified personnel selection and development, basic instruction, task-oriented training and motivating leadership, create the key conditions for customer and employee satisfaction.
- 2.7 Transparency and traceability of work processes create trust in our performance. Up-to-date and relevant information as well as open-minded internal and external communication promote partnership. With regard to sales-oriented communication, we adhere to the principles of "honest advertising": misleading advertising or surreptitious advertising is avoided and advertising messages are formulated clearly and unambiguously.

With the help of a quality management system in accordance with DIN EN ISO 9001, we ensure that quality targets are achieved in all divisions of the organization. Regular reviews and risk analyses contribute to process optimization and permanent quality assurance. More detailed objectives, opportunities and risks are recorded in the opportunity and risk matrix and the QM manual, made measurable by key figures and presented in annual reports.