

Product safety policy

Our product safety policy is based on three pillars:

- I. Compliance with legal and widely accepted safety standards, applying state of the art science and technology
- II. Commitment to product safety
- III. Compliance with customer requirements

We develop, produce and market our products worldwide.

We use professional technologies and effective management methods to eliminate hazards to people and to protect property. We demand the highest degree of safety for our products. We have defined the following principles for this purpose:

1. We define and implement technologies and processes that comprehensively meet legal, regulatory and normative requirements of product safety, applying state of the art science and technology.
2. Our aim is to identify product risks at an early stage, to analyse them systematically and to minimize them in advance. Customer requirements, effects on end users and product applications are systematically assessed and are key in developing new solutions.
3. We place the highest priority on the development of safe and robust products. Coordinated with our customers, we examine our products already in the conception phase. We do this with the help of FMEA and other tools and in regard to safety in use, risk mitigation as well as function and interference of the application.
4. Our products have been tested and secured with regard to misuse to the best of our knowledge and belief. The correct use of our products is described in our specifications, data sheets and installation instructions.
5. In order to ensure product safety at the time of delivery, all products are subjected to inspection prior to delivery.
6. We encourage employees and business partners to communicate product safety non-conformities quickly and in accordance with business processes, and to provide appropriate remedies. Non-conformities are recorded and systematically processed with our worldwide non-conformity management process (ORF01). Corrective and improvement measures are defined and validated.
7. We are committed to continual market observation. New findings for the improvement of operational and functional safety are constantly incorporated into our processes and technologies. Our products meet fundamental safety and health requirements as well as the latest technological standards.

Our product safety goals are:

- No accidents with personal injury
- No impairment of health
- Safety guarantee for the entire product lifetime
- Compliance with product-related information according to data sheet or specification for the entire product life cycle