

# COMPANY POLICY

The REUTTER Group is an international automotive industry TIER-1 supplier with a broad customer base having its locations in Germany, Slovakia, USA, Mexico and India. Business portfolio of REUTTER Group contains development and production of innovative closure technology and the complete filling systems in SCR area. Our main mission is continuously improvement of customer satisfaction. All our employees feel responsibility to achieve the mission respecting following principals:

## Customer satisfaction

- We respect wishes of our customers and of other interested parties.
- We meet the agreed customer requirements, laws, regulations and contracts.
- We guarantee compliance with deliveries and deadlines to our customers.
- We are competent partners to negotiate for our customers.

## Quality

- We are striving for a principle of "zero defect".
- We want to prevent errors first, to solve them is too late.
- In problem solving we focus on root cause analysis.

## Employees

- We want qualified, motivated and satisfied employees.
- We aim for long-term guarantee of working places.
- We qualify our staff to meet present and future requirements.
- We respect each other and treat each other fairly during negotiations.
- We do not disfavour anyone because of gender, sexual identity, ethnic origin, religion or world-view, disability, marital status or age as a part of our Code of Conduct.

## Safety and Environment


- Safety at work is the most basic principal for every one of us in everyday practice.
- We want to achieve zero accident rate and make efforts to implement the appropriate measures.
- We inform openly and communicate with all interested parties.
- We are striving for the continuous reduction of environmental burden.

## Continuous Improvement

- We strive for continuous improvement in all areas and processes.
- We will not be content with the status quo.
- When something is difficult it means to us that it can be done!

## Suppliers Development

- We want to develop our supplier database constantly not only in terms of quality but also of cost-efficiency in order to meet present and future requirements of our customers.
- We perceive our suppliers as our partners.

  
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J. Wienands  
(CEO)

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