

## Schaffner Group – Quality Policy

The Schaffner Group takes ownership in providing superior quality products and services to meet or exceed customers' expectations. With continuous improvement we strive to deliver products and services free from defects, on time and at competitive prices.

- ! Quality will always be our number one priority. Every employee takes pride in delivering quality products and services. To approach zero defects, quality shall not be compromised under any circumstances.
- ! Employees are trained and developed to meet the highest of customer expectations.
- ! Continuous learning and innovation combined with operational excellence and superior leadership are our pillars of strength in serving our customers. These are our core values to which every employee is fully committed.
- ! We are flexible in fulfilling customers' demands. We treat our suppliers as part of the supply chain and together create added value for our customers.
- ! We pursue environmental issues with utmost care. Schaffner's employees and partners work with passion to deliver superior value for our stakeholders.

We commit to this quality policy.



**Kurt Ledermann**  
CEO a.i. / CFO



**Ah Bee Goh**  
Chief Operating Officer



**Martin Koepfel**  
Corporate Quality Manager