

## Vitrashop Group`s corporate policy

High quality of products and services, the highest possible safety standards of our products, optimum economic efficiency, comprehensive protection of health and the environment as well as qualified and responsible associates are equally important success factors to achieve the goals of our group.

Our management system is certified according to DIN EN ISO 9001 and DIN EN ISO 14001 standards and forms the basis for these objectives. It is continually reviewed and optimised, if required.

### Product safety

Ensuring product safety means protecting our customers and their customers.

In order to safeguard the highest possible safety level of our products we constantly work on improvements in relation to design, production and instruction. We orientate ourselves on the state of the art, deduce guidelines from the same and our daily experience and communicate them as a complete system to our company. In the course of product generation processes, we review our products in accordance with these guidelines.

Regular verification and certification of our standard products by external inspection bodies is a matter of course.

### The quality of our products and services

The quality of our products and services is essential for securing our success and our competitiveness long-term. Therefore, we intend to continue to occupy a top position in relation to innovation and quality in the industry. Since our suppliers have a decisive influence on our efforts, they are actively involved in our processes.

The quality standard of our products and services is determined by our national and international customers and markets. Their verdict is decisive and, therefore, we have to align our products and processes continually to their requirements. In this endeavour, we focus on our core competencies.

We would like to have satisfied customers who recommend us. Therefore, we aim for long-term customer loyalty and have the objective of supplying our customers with sound products and services. We apply this principle: Error prevention rather than error rectification.

**Environment – our responsibility**

We meet our commitment of protecting our environment and handling the limited resources carefully thus accepting the responsibility for the contemporary world and posterity.

Our product design ensures that the products and materials used can be manufactured as environmentally-friendly as possible and that they have no pollutants, if possible. Wherever feasible, we use raw materials which can be recycled and chose respective designs to facilitate the disposal of our products at the end of the product cycle. We optimise our products and product procedures taking possible effects on the environment into consideration.

Within the framework of our possibilities, we bear on our suppliers to produce in accordance with the same or similar environmental standards as we do. In the same manner, we oblige contractors working on site and their associated to act responsibly in relation to the environment.

We apply the principle of observing all pertinent legal provisions and regulations and maintain an open discussion with the relevant authorities and interested persons to meet this claim. In addition, we want to work for environmental protection in a provident manner.

Accident protection involves protection at work and the protection of the environment. We achieve a high security level by regular maintenance work and inspection of our facilities as well as targeted instructions for our associates.

We only operate plants and carry out work whose risks we know and can control.

**Our associates – our investment**

Our associates generate the success and growth of the company. The company is indebted to them. We promote their development and motivation with a trustful and regardful contact based on our management principles.

All associates are requested to contribute to securing product safety, quality and the environment and to commit themselves to the development of our management system.

Birsfelden, 30 September 2008



Ulrich Zelter  
CEO  
Vitrashop Group