



COMPANY POLICY

BITZER SE and the BITZER Group

Company policy

'Made by BITZER' represents consistent standards around the world. Our aim is to achieve first-class results and secure a leading position in the market. We're well aware that we can only maintain our high status with ongoing improvement. Our principles below form the corresponding framework:

Principle 1 Economic success guarantees our future: We need a solid economic foundation to implement our aims, fulfil customer desires and ensure global growth. Our economic success therefore plays a key role in our efforts to actively shape the future.

Principle 2 The satisfaction of our customers shows us just how good we are: The satisfaction of our customers is the most important basis for our long-term market success. We're well aware of our customers' requirements and desires as well as what they think of us, which allows us to focus our thoughts and activities on fulfilling their desires.

Principle 3 Our employees' expertise is a cornerstone of our success: With expertise and an awareness of responsibility, our employees help us fulfil our company principles. To make this possible, those employees who are most suitable for the tasks are selected and trained accordingly. Employees are required to operate with a focus on quality and the environment.

Principle 4 The BITZER production system (BIPROS) forms the basis for perfect processes: It's absolutely essential that we design our processes to be controllable and effective across all levels, which is why all our company processes are managed with efficiency and clarity, always with the aim of reducing waste and maximising value creation. We also observe these principles when interacting with our partners and suppliers. It's not just quality, environmental protection and workplace health and safety that take centre stage, but also the protection of human rights, environmentally, socially and governance-compliant (ESG) behaviour, and cooperation.

Principle 5 For us, sustainability is a company and social requirement: For us, protecting the environment and our employees is just one way in which we secure the future. Our aim is to fulfil our social responsibility and minimise the impact that producing and operating our products has on the environment and our employees. It's equally important to embrace tolerance, equal opportunities and diversity and thus make our operations more sustainable.

Principle 6 Energy-efficient processes are our contribution to climate protection: Our contribution to climate protection takes the form of economical, efficient use of energy, which is why we make every effort to continuously improve our energy performance and pursue independence from energy suppliers. Our primary aim is to systematically identify wasted energy and manufacture our products with energy generated internally.

Principle 7 Ongoing improvement boosts our standards: With ongoing improvement on a wide scale, we plan to successfully expand our company and consolidate it over the long term, which is why our aims need to be clearly formulated and focus on current conditions. We take stock annually to determine our current position.