

**We provide services
to people.
For a clean and
safe world.**



IGEFA CORPORATE POLICY

Status February 2022

- Through joint action, we offer our customers full-coverage supplies with high-quality products, individual solutions and coordinated services. We are perceived by our customers as being a reliable, flexible partner.

Here, quality is of key importance, and is a reflection of reliability, a dynamic approach and transparency throughout Germany, as well as of efficient, flexible processes and ongoing improvement. The management system used by the company group, which is certified according to DIN EN ISO 9001 and 14001, offers the basis for this, and ensures the availability of the resources and information needed to achieve our strategic, financial and operative goals.



The
SUSTAINABILITY
Code
Signatory

- As a family-run company, we take on responsibility and act with the wider view in mind and in a responsible way - with regard to our customers, our staff and society, while taking into account the needs of our environment - to the benefit of future generations.

We act in conformity with the valid laws and regulations. In order to meet our corporate social responsibility (CSR) obligations described above, we act in compliance with the internationally recognised norms (including the ILO and UN Global Compact) and on principle, we take a precautionary approach.

We are committed to reducing environmental pollution, and in particular to improving our energy-related services with regard to company processes by promoting and procuring energy-efficient products, services and processes.

We are also committed to guaranteeing fair and safe working conditions, to protecting international human rights, and to take action to stop all forms of corruption. This standard applies to our entire supply chain - from the manufacturer through to the end consumer.

Starting with the careful selection of suppliers and service providers with regard to their environmental performance, working conditions, commercial conduct and strategic alignment, which is made using regular checks, including in the form of supplier audits, we ensure that our standards are also met internally through guidelines, organisational and technical measures, and appropriate training. Internal complaints bodies and regular internal and external audits enable monitoring and therefore continuous further development.

- We offer our customers the best possible products and services from a single source. As a reliable partner, we support our customers' processes and help them reduce costs. The importance of this goal is confirmed by maximum customer satisfaction and an optimal cost/benefit ratio.

igefa stands for outstanding service quality, particularly with regard to professional consultancy and support, and fast, reliable delivery. Here, the services offered by igefa are individually and proactively tailored to the needs of our customers and the market.

This also applies to the igefa campus, our platform for ongoing learning. The campus is constantly expanding its range of seminars for customers and staff. Through our quality certificate in accordance with ISO 29990, our high standards are checked and confirmed by independent third parties.

- We treat our staff with dignity and respect. We demand and promote entrepreneurial thinking and action and offer a secure job and individual development opportunities.

With this in mind, good social working conditions and an open, fair way of treating each other are a living tradition. Our training programme and young talent support measures offer young people professional prospects and secure the qualification in our company in the long term, and therefore also the ability of igefa to survive in the future.

As well as the observance of international human rights and working standards, safety and health protection of our staff are a basic and essential principle. We also expect our suppliers and partners to share this attitude.

- When working with our suppliers, we create an environment in which both partners can develop positively on the market.

We demand and promote the shared strategy of a competitive, innovative, environmentally aware, fair, safe range of items, and quality in the sense of reliability of supplies, flexibility and service. Binding agreements form the basis for collaboration as partners between ourselves at igefa and our suppliers, which is grounded in continuity and trust.

With the satisfaction of our shared customers in mind, we work closely together at all levels - nationally and regionally, strategically and operatively, on the sales and procurement side. This is a key success factor for our collaboration.

- We promote open social dialogue.

In order to generate trust, we maintain open communication with our customers, staff, suppliers and partners, as well as other stakeholders, and regularly account for our actions with our sustainability reporting.

This also means that we arrange for our current state of development and our efforts with regard to corporate social responsibility (CSR) to be continuously and consistently monitored by specialists, both internally and externally, and to be evaluated and confirmed.

This is done on the basis of nationally and internationally recognised guidelines, such as the Sustainability Code (DNK) and the Global Reporting Initiative (GRI).

- During the course of globalisation, igefa is expanding the national approach described above to international markets. Via the INPACS network, this internationalisation is being driven forward in the area of sales, purchasing and staff development through the acquisition of international competence.

True to the motto “think global, act local”, igefa, like all members of INPACS, supports a uniformly high, efficient service standard in Europe and beyond its borders, while at the same time offering flexible, customer-oriented solutions on site.

In order to monitor compliance with the corporate policy statements we measure our performance against defined target values which reflect the economic, social, environmental and partnership orientation of our company. We create transparency by reporting on our financial and non-financial performance in the context of the consolidated financial statements and management reports.



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