

D 006 Corporate Policy

Responsible: Beauftragter des Managements (BdM)

Corporate Policy of the Francotyp-Postalia Group

Our Corporate Policy applies to every employee of the company. The Board, as well as every executive staff member of the company, commit themselves to promoting this policy by acting as role models in daily business. The proactive compliance with any relevant national and international laws and regulations is a matter of course to us. The Board assesses the management system's effectiveness on the basis of regular reviews and, where necessary, initiates the appropriate corrective and improvement action. We conduct an open and trusting dialogue with employees, authorities, customers, and suppliers as well as with the interested public.

CUSTOMERS (Market and customer orientation)

Our customers are the measure of quality and confidentiality where our products and services are concerned. It is their verdict that matters. Our competent service confirms any trust that has been put into our company. The terms customer and supplier, in our understanding, explicitly include external and internal process customers and suppliers alike.

STAFF (Occupational health and safety orientation)

Our employees' safety and health are assets worth protecting. To us, they represent high-priority company objectives resulting in important leadership tasks. Along with our customers, highly motivated employees acting in a business-oriented and professional way are the most important asset on our road to success. Commitment and spiritedness are highly acknowledged. We encourage suitable information and training activities, as well as continuing staff development both at a personal and a professional level with respect to our company objectives. This includes our commitment to consultation and participation of our employees in the ongoing improvement of our OH&S system. This enables us to increase and maintain our employees' safety awareness during their work. In addition to that, we offer our employees a well-balanced selection of health protection measures.

INNOVATION (Innovation orientation)

Innovation is the driving force behind our business and the basis for our future success. Innovation does not merely refer to product innovation, but in this context stands for innovation within all areas of the company and is reflected by the company's adaptability to variable market and working environments.

PROCESS (Process orientation)

Innovation in our case does not only refer to products and services, but also reflects the will of the entire management to subject our own processes to continuous improvement, both within and across areas. Lean processes focused on customer value ensure that customers' needs are met and continuously improve the efficiency of the company. Mutual trust as well as accepting responsibility to deliver an agreed set of achievements form the basis required for this.

QUALITY (Quality orientation)

Every employee is responsible for the quality of their own work within their process, this way ensuring that the high quality standard of our products and services is maintained or met. Foresighted action is preferable to acting after the fact and is ensured by the use of effective methods and procedures. Any problems present in either products or processes will be openly communicated and analysed and effective measures will be implemented to counter the cause of the problem.

INFORMATION SECURITY (Information protection)

Information security refers to the protection of information from all kinds of threats. Furthermore, information security is one more increasingly important assessment factor for the supply of services in a competitive digital market. This makes information security one of the decisive success factors of the company, which is realised as a continuous business process.

ENVIRONMENT (Environment orientation)

The protection of the environment and a constant improvement of the energetic efficiency represent important company objectives to us. A suitable management system is in place to ensure that these tasks are realised at all functions and levels of the company. The increase of the energy efficiency resulting in a reduced environmental impact is an important leadership task. The procurement and design of new equipment is focused on this as well, as even at the design stage of new products and processes, we already consider their environmental safety, the economical use of resources, and the avoidance/reduction of waste/emissions. We safeguard the meeting of any legal specifications and implement continuous improvements by way of suitable review action.

ENERGY (Energy orientation)

We commit ourselves to a responsible energy management. Wherever this is cost-efficient, we apply energy efficiency at our sites in machines and equipment. We manage our energy consumption in order to improve efficiency, productivity and working conditions, to protect the environment and to extend the availability of fossil fuels for useful purposes. In this context, we implement continuous improvements in energy management.

SUCCESS (Success orientation)

We are an innovative company in the field of products and services for secure in-and outbound mail and document handling. We follow a clear strategy and the operate objectives derived from this strategy enable us to lead our company and our employees to success. Any data and information required to assess our actions are combined in a system of performance indicators, which allows us to regularly reflect and assess the current status.