



## BU Chemicals Quality Policy

We are a company in the supply chain of the chemicals industry. We will assure that we handle all products in a responsible way, as it is our natural obligation towards our customers, suppliers, and employees to strive for continuous improvement of the quality of our products and services. These are fundamental principles for our activities as we constantly aim to increase the satisfaction of our partners and employees.

The management of the Business Unit Chemicals underlines that maintaining quality standards in all activities is fundamental to our business relationships with our external and internal partners.

Our commitment is to provide services that fulfil the requirements and expectations of our stakeholders, statutory and regulatory requirements, ISO 9001:2015 requirements and other interested parties.

To achieve this commitment, we will

- continuously improve the quality of our services by striving for simple and lean processes to ensure the utmost room for action and decision and where all employees are accountable for quality as a core of our activities;
- gather and monitor customer feedback;
- carefully select and monitor performance of product suppliers and logistics service providers;
- conduct regular audits of our internal processes; and
- put in place a mechanism to manage the deviations, clarify the causes and ensure that these deviations will not occur again

All employees are aware of this policy and its objectives and are committed to its implementation.

**Andreas Woschek**

Executive Vice President- Chemicals