



## Corporate Policy and Guidelines

The underlying principle of our company – Our Protection. Your Benefit. – forms the basis of our corporate culture and therefore that of our management structure. The following guidelines apply to the whole of the SIBA organisation.

### **SIBA pursues the following objectives:**

#### **Independency**

Our independence means that we are able to make autonomous decisions responsibly and sustainably. SIBA would like to ensure that this independence remains, not only for individual customers, suppliers and products, but also for future investors.

#### **Customer Orientation**

It is SIBA's wish to be ever present. We not only cater for their needs now, but will do so in the future. Our success will continue to be based on a long-term co-operative business relationship.

#### **Competence**

We attach a high level, of importance to well-founded expertise and operate in several committees contributing to the establishing of international standards. We share this expertise with our customers. In order to be able to guarantee this, employees at all levels receive continuous training in the relevant fields. Staff development will remain a focal point for SIBA.

#### **Quality Awareness**

We are continually improving the quality of our products and processes hereby orienting ourselves to international standards. Any complaints are seen as a chance to develop further and to optimize processes thus avoiding waste. SIBA strives to provide quality, not only in its products but also in the technical support, consultation and logistics given to the customer.

#### **Efficiency/Effectiveness**

The resources which we need are used in an optimal way. We pay attention to a positive cost / returns ratio. SIBA's goal is profitable, fair and sustainable growth. The yield achieved is hereby more important than the turnover. Evaluating and monitoring the key figures takes place at regular intervals within the framework of the management objectives.

#### **Responsibility Awareness**

To our customers: this is given by providing them with needs-based products thereby meeting their agreed- upon demands and expectations fully.

To our employees: this is given by being a reliable and fair partner and by maintaining a common corporate culture which has been written down in our "ZVEI Code of Conduct". The "ZVEI Code of Conduct" can be found on our homepage.

To our business partners: this is shown by providing a long-term and efficient partnership from which both sides benefit.

To our owners: this is shown by generating long-term, best possible and sustainable returns.

For the environment: we use the resources at our disposal very carefully, avoiding environmental pollution. In addition, it is our duty to protect the environment and adhere to binding obligations.

#### **Value Chain**

SIBA's wish is to continue to provide a sound value chain. This means that know-how within the company is maintained and flexibility ensured, paving the way for innovation.

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