

# Quality Policy

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The Quality Policy of Polytrade Global GmbH comprises the corporate principles on customers, quality, markets, earning power, environment and culture.

## **Our customers**

We place the customers at the center of our thoughts and activities. They pay our services. Only satisfied customers will sustainably guarantee our jobs in Germany and abroad. We achieve this by fulfilling our customers' needs better than the competition.

## **Our quality**

We continually improve the quality of our services, both internally and externally. Quality means rendering our services according to the demands of our external and internal customers. Our employees' know-how and their ideas are crucial in all of this. We strive for continuous quality improvement through annually set quality targets and operational processes conducted at regular intervals.

## **Our markets**

As an international trading company, we focus on services that secure a leading market position for us. We take targeted actions in line with our strategic orientation and concentrate our strengths and resources on our core segments.

## **Our earning power**

Through performance, cost and price awareness, we sustainably increase our earning and financial power. Our economic success is based on creative solutions tailored to market demands and efficient order handling. At our company, performance, cost and price awareness are clear responsibilities of each individual employee.

## **Our environment**

In our entrepreneurial activities, we live up to our corporate social and ecological responsibilities. We design our services taking due account of environmental and safety requirements. Technical and ethical aspects are given equal consideration at our company. For us, environmental protection and economic success are by no means contradictory.

## **Our culture**

Through confidence-building collaboration, we create a corporate climate that strengthens the willingness of all employees to embrace change and proactive action. We strive for open communication and collaboration as partners while promoting constructive criticism. We keep to national and international laws as well as to other appropriate demands and reject every form of the creation abuse.