

The Executive Board of the DBW Group is convinced that our company can only be successfully managed if our employees and customers are satisfied and all interested parties are taken into account. In the mid 2000s, we therefore introduced a management system, which we have been continuously developing ever since. To underline the importance of this system, we would like to draw attention to our goals in the following areas, which still remain valid today.

Safety at work

A preventative approach to health and safety at work is the basis of our performance capacity. Each and every accident can and should be prevented. Safety and commercial success carry equal importance in our company.

Data protection

The data and information provided to us by our customers or business partners and our own know how are very valuable and must be particularly protected. We commit ourselves to the valid data protection regulations of the legislator, and we use the respective resources to control them.

Energy

Resources of natural fuels are limited; we operate a responsible approach to the energy produced from fossil fuels. We constantly strive to improve our energy performance (energy efficiency, energy use and consumption). This takes place either by reducing energy expenditure or through the improved use of energy sources. We ensure that progress and improvements are made in our energy performance through targeted investments in the maintenance, modernisation and further development of our facilities and installations.

Legal requirements

Legal compliance is managed and monitored via the management system installed in our company for the areas of safety at work / energy / quality / environment.

Interested parties

In all processes, the expectations / requirements of interested parties are recorded, assessed and taken into account in the management system and the organisation. We particularly involve our community and neighbours in our direct surroundings and make it our business to tackle the tasks by providing support to local structures, authorities and associations.

Customer satisfaction

Fulfilling customer demands and the constant further development of products and services that meet these requirements are what largely determine our daily work. The opinions of our customers are important to us and this also applies to services provided in our name by trade and sales representatives. Our management system and a cooperative partnership in the supply chain should lead to the achievement of our "Zero Defect" strategy.

<p>Employees and senior management</p>	<p>Our performance capacity is determined by our employees. By making everyone feel involved and ensuring good communications, employee satisfaction should be permanently maintained.</p> <p>The senior management of our company is expected to set a good example for our staff and is particularly committed to complying with our company policy.</p> <p>Each and every employee carries the responsibility for conserving energy. We ask all our employees to come up with suggestions for improving our energy performance and to support us in this.</p>
<p>Partners – Suppliers</p>	<p>The quality of our products is determined to a large extent by our suppliers. We work closely with our suppliers in order to achieve our shared goals (quality / energy / environment / safety).</p>
<p>Process-oriented approach to management</p>	<p>Our management system is based on operating effective and efficient processes in order to achieve the highest levels of product and service quality / health and safety standards / energy and environmental requirements.</p> <p>The results of environmental analysis, the opportunities and risks of individual processes and the expectations and requirements of interested parties are taken into account here as influencing factors.</p>
<p>Continuous improvement</p>	<p>The continuous improvement principle is an important part of our activity and ensures the success of our company and the further development of our management system with strategic and operational indicators / targets for the future.</p>
<p>Environment</p>	<p>“Prevention before recycling, recycling before disposal”</p> <p>The continued existence of our group of companies can only be assured in accordance with protecting the environment. For us, this means that all substances and actions that may harm the environment should be reduced as much as possible or avoided completely to ensure sustainability in the future.</p>
<p>Trust</p>	<p>Our honest and open dialogue with our employees, customers, suppliers, the authorities and the general public inspires trust and therefore strives for the long-term conservation of objectives and values. In exercising our activities, we place great value on decency, honesty, truth and fairness.</p>
<p>Competitiveness</p>	<p>The long-term success of our company is ensured thanks to innovative, high-quality, responsible and economic solutions for the global market, which use resources efficiently and protect the environment.</p> <p>We boost our future competitiveness by implementing measures to enhance our energy performance.</p>