

REMONDIS®

WORKING FOR THE FUTURE

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Our Business Principles



> QHSE

Our Business Principles

remondismaintenance.de

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> PREFACE

Quality, safety, health and environmental protection are not only important issues for our clients but for our own company as well. Our 'Health & Safety Principles' were set out in writing for the first time over thirty years ago. At the time, many of our customers considered this to be both an exemplary and pioneering decision. Over the years, we have continued to develop and fine tune these principles with the help and support of our employees. These principles are continuously being updated and adapted to changing conditions whenever necessary.

Improving a business is a never-ending task. This ongoing optimisation process is based on our integrated process-oriented management system – a system we introduced into the company in the 80s and which is a combination of a number of different management systems (quality, health & safety, the environment and energy).

No matter where in the world our branches and facilities may be located, we always adhere to these stringent quality, safety and environmental standards – a fact that is underlined by the accreditations and certificates that are regularly awarded to our branches by independent institutes. Thanks to these systems, we are able to offer all our customers reliable QHSE services.

We – and this includes every single employee from across the whole of our group – like to see our business principles as being a daily challenge. A challenge we are happy to face as it inevitably leads to improved operations.

They are mandatory for each and every one of us.

Cologne, December 2018



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> OUR BUSINESS PRINCIPLES

WE ...

- collaborate closely with our customers to provide mutually beneficial services,
- believe our success is based on the skills and expertise of our employees,
- work tirelessly towards creating a cleaner environment,
- unite business success with quality, safety, health and environmental protection,
- comply with all laws and regulations and are committed to social responsibility.



> OUR BUSINESS PRINCIPLES

We collaborate closely with our customers to provide mutually beneficial services

This means that every day:



The high quality work and advice provided by our staff is just one of the reasons why we are able to offer all our customers reliable QHSE standards

- We work with our customers to identify all their requirements.
- We offer bespoke, full service packages that are excellent value for money.
- We are flexible and reliable and always keep to schedule and budget.
- We provide high quality work and advice, creating a sound basis for long-lasting business relationships.
- We adapt to the changing needs of our customers, developing our own business as well as helping them to develop theirs.
- Each and every employee is aware that the way they work affects the image and reputation of our company.

> OUR BUSINESS PRINCIPLES

We believe our success is based on the skills and expertise of our employees

This means that every day:

- We ensure our employees are able to assume responsibility by offering them a wide range of high quality training courses.
- We encourage and expect our employees to think and act independently.
- We provide ongoing training courses to make our employees more aware of potential safety and environmental hazards.
- We believe it is essential to have open communication channels, to create clear objectives and to adopt a systematic approach to achieve them all.
- Each and every employee is aware of the exemplary role they play – both as an individual and as part of a team.
- We treat each other with respect, promote team work and are there to support and help each other whenever needed.



Our employees take part in regular courses at our own training centre

> OUR BUSINESS PRINCIPLES

We work tirelessly towards creating a cleaner environment

This means that every day:



All business areas have been granted the quality, environmental and safety management certificates they need to perform their high quality work

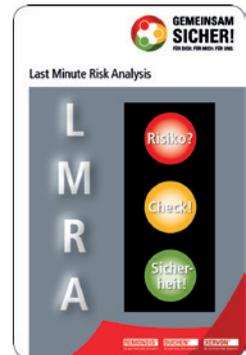
- Environmental protection is an integral part of our work.
- Environmental laws and regulations are the minimum standard our company aims to achieve.
- Our never-ending goal is to reduce air, ground and water pollution. It goes without saying that our operations are energy efficient and our resources used sparingly.
- We strengthen our environmental expertise by regularly participating in training courses and actively sharing information with others.
- We openly discuss our work with the public, authorities, customers and employees to further cement their trust in our operations.
- We ensure our QHSE standards are complied with at all times by monitoring our branch and facility operations ourselves as well as by working constructively with our customers and the authorities.

> OUR BUSINESS PRINCIPLES

We unite business success with quality, safety, health and environmental protection

This means that every day:

- Our company objectives are to drive business success, quality, safety, health and environmental protection standards – with safety always top of the list.
- We ensure our success is sustainable by constantly optimising our operations.
- Our processes are further improved by our business idea management scheme.
- We handle errors constructively as this is vital to further enhance the quality of our services.
- Quality, safety, health and environmental protection are all part of our management system which we are continuously updating and fine tuning.
- Top priority is given to environmental and safety issues when we plan our projects; we are always guided by the latest technology.



Last-Minute-Risk-Analysis (LMRA)

LMRA cards promote health & safety on the job

> OUR BUSINESS PRINCIPLES

We comply with all laws and regulations and are committed to social responsibility

This means that every day:



Our work is planned and implemented so as to always comply with all laws, ordinances, regulations, trade association rules and DIN standards as well as any official orders

- We are committed to corporate compliance and adhere to all laws and regulations, technical standards and internal guidelines.
- Our well-structured downstream management system ensures all laws and internal regulations are complied with when we work with third parties.
- We do not tolerate discrimination in any of its forms when we collaborate with others – either inside or outside the company.
- We will not do anything that may hinder fair competition.
- We do not tolerate any form of child labour, forced or compulsory labour.
- We respect the laws and values of other countries.

> ACCREDITATIONS/CERTIFICATIONS

> We have been issued certificates in the following areas

- Quality Management ISO 9001
- Environmental Management ISO 14001
- Safety Management SCCP/SCP
- Occupational Safety Management OHSAS 18001
- Energy Management ISO 50001
- Quality Requirements for Welding ISO 3834 & ISO 1090
- Quality Assurance Certification in acc. with KTA 1401



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REMONDIS is one of the world's largest recycling, service and water companies. The group has branches and associated businesses in more than 30 countries across Europe, Africa, Asia and Australia. With over 30,000 employees, the group serves around 30 million people as well as many thousands of companies. The highest levels of quality. Working for the future.

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