



MARCO
GMBH

CORPORATE POLICY



Version 1, 06. August 2019



M A R C O
G M B H

CORPORATE POLICY

1. CUSTOMER SATISFACTION

Our customers are also our partners. They determine the success and continued existence of our company. We want to identify the wishes and future objectives of our customers at an early stage and provide reliable solutions.

2. GROWTH

Our ideas and knowledge create new products and secure our future. We want to solve our customers' problems and meet their requirements and expectations. We see changes in the marketplace as an opportunity for more growth to put our profits and capabilities at the service of developing and delivering innovative products, services and solutions that meet the emerging demands of our customers.

3. MANAGEMENT SKILLS

We want to continuously adapt and improve quality management to changing circumstances. The corporate and process objectives are derived from the quality policy in order to encourage managers to take responsibility for achieving our quality goals together and to identify with our core values.

4. MAINTAINING OUR MARKET SHARE

We want to create clear competitive advantages for our customers and also for us and to be a reliable partner in matters of environmental protection and occupational health and safety. We want to secure the growth of our company by serving markets in which we are already represented with meaningful and innovative products, services and solutions, and we strive to preserve this. We also want to venture into new areas that build on our technology and expertise and take into account the interests of our customers and other interested parties.

5. PROFIT

Our goal is to generate enough profit to finance further growth of our company and to provide the resources we need to achieve our corporate goals and other tasks.

6. CONTINUOUS IMPROVEMENT

We see it as a task and a challenge to question the existing and to develop pioneering solutions for our tasks through continuous improvement. Our goal is to continuously increase the quality and competitiveness of the products we offer.

7. ZERO-DEFECT PHILOSOPHY

For us, problems and identified defects are opportunities for innovation and improvement. Every employee has the duty and the right to contribute to the detection and elimination of defects, produce impeccable quality as well as to prevent or reduce environmental harms. Defect prevention has priority over defect detection.

8. EMPLOYEE SATISFACTION

The qualification, information and motivation of all employees is a fundamental prerequisite for our corporate success. It is, therefore, important to keep the employees informed and to support them with training in the necessary knowledge and skills.

By setting goals, we commit to continuous improvement. Each employee is responsible for the implementation of this policy in their area of responsibility. The quality policy is publicly available to everyone and is communicated by persons and organisations engaged by the company.

The company ensures that minimum wages are paid to every employee, and employees work no more than 40 hours a week. If overtime is required, it is voluntary and not regular and never exceeds 12 hours a week. Each employee keeps records of overtime hours worked and hands them over to the HR department, which keeps records of the name, working hours and wages. The company does not tolerate the use of child labour.

Signed Management