

QUALITY POLICY

The creation and maintenance of **quality-assured processes** is a commercial obligation towards our customers and our company. It is an essential contribution to the business success of our customers and our company and is ensured by a quality management system lived. By systematizing recurring processes and by offering greater transparency, we wish to achieve greater continuity and stability. The resources released as a result are used to achieve our goals and increase the chances of continuous **improvement**.

Customer satisfaction is one of our prime corporate principles. We achieve this through high quality of our products and services. The customer sets the benchmark for quality. Thus, the survey of customer satisfaction is an essential criterion for assessing and improving our quality management system.

Promoting **quality awareness** at all levels is a constant management task.

Every single employee contributes to the quality of our products and services by their personal performance. In order to meet the defined requirements for our products and services as presented to us in form of customers' specifications, regulations, norms or other provisions, activities relevant to quality and safety are continuously planned, controlled and monitored. The aim is to implement the quality requirements according to the international standard **ISO 9001: 2015** in our company as follows:

For our customers: providing accurate on-time delivery of the state-of-the-art, tailor made and efficient solutions (engineering, supplies, consulting)

For our owner: by securing innovative solutions through research and development (including patents) with the aim of maintaining or expanding the position on the world market (keeping regular clients, acquiring new customers, entering new markets)

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For our employees: by ensuring and maintaining the technical competence of the staff and social climate (staff training and education, social benefits)

For our suppliers: by ensuring the highest quality of purchased services and deliveries (fulfillment of requirements / specifications, adherence to deadlines)

During the annual review it will be discussed with all stakeholders, whether the set quality objectives have been achieved and whether the quality policy is still appropriate.

A targeted, effective and efficient quality management system is seen by the management as the basis for continuous entrepreneurial success and applies to all relevant processes and is binding for all positions within VOGELBUSCH Biocommodities.

Vienna, August 17th, 2020

Place, Date

A handwritten signature in blue ink, appearing to read 'T. Schulze', is written over a horizontal line.

Dr. Torsten Schulze, Managing Director