



Management Policy of JACKON Insulation

Today's society has a responsibility to future generations. Global climate and environmental goals and building certification concepts are increasingly driving the development of our core markets. Accordingly, we are committed to sustainable management and to optimising not only our products but also our company processes in terms of economic, environmental and social excellence, whilst complying with the requirements of international standards 9001, 14001 and 50001.

The management team regularly assesses the effectiveness of this management system.

1. Awareness of shared responsibility

The success of our company is largely dependent on every single member of staff working together, hand in hand. Each individual must do his or her very best, rules must be observed and a common goal pursued if all members of staff and management are to work together successfully and enthusiastically.

We are committed to treating all our employees fairly and to fully utilising and encouraging their potential. We rely on the active participation of all our staff in shaping the company's development. Indeed, we feel it is only possible to achieve our goals over the long term if all employees consciously strive towards them, share the goals of JACKON Insulation and are actively involved. It is the duty of management to put the necessary structures in place to achieve these goals and to monitor their implementation. This requires transparent and regular examination of the company's goals with the aim of clearly showing all employees how their work can contribute towards the achievement of these goals.

2. Quality awareness as a means of increasing customer satisfaction

The commercial success of our company depends heavily on our success in the marketplace and, therefore, on our customers' satisfaction. The quality of our products and services is the primary factor that influences customer satisfaction. As such, the regular analysis of customer satisfaction and the implementation of measures to increase the same form two of our most important tasks.

By the same token, top priority must be given to constantly assessing the quality of our products and services and adapting them to requirements.

3. Cost and resource awareness

The quality-price ratio of our products is one criterion that influences the purchasing decision for our customers. Continuous optimisation of costs and use of resources is a fundamental prerequisite for being able to submit attractive offers to our customers over the long-term. To achieve this, we are constantly assessing and improving our consumption of resources, consequently optimising our products and processes from both an economic and an environmental perspective in parallel.

JACKON Insulation aspires to use a steadily increasing proportion of post-consumer recycle in production in the future.

The production of rigid polystyrene foam is very energy-intensive. The management of energy consumption is therefore of particular importance for reasons of cost optimisation and resource conservation. JACKON Insulation therefore supports the procurement of energy-efficient products and services. Furthermore, JACKON Insulation aims to use more green energy in the long-term.

4. Change and innovation awareness

Today's developments and innovations guarantee tomorrow's success. The medium and long-term success of the company can therefore only be ensured through the ongoing creation of new and/or improved products and services.

This requires the realisation both of ideas (from the marketplace) for new products/services and of ideas for optimising the possible application areas of existing products. It is management's responsibility to create a climate in which the motivation and creativity needed for this task are encouraged among all members of staff and their openness to change is supported.

5. Environmental awareness

The conscious use and protection of natural and company resources is a requirement that has cross-generational importance. It is our goal to produce and improve products that are environmentally compatible and fit for the future. All our company's processes are also optimised in terms of environmental protection, with the aim of reducing emissions and preventing and/or recycling waste. A part of this is the ongoing examination and communication of the environmental aspects of JACKON Insulation.

JACKON Insulation is aware of the global problem of plastic pollution and for that reason, has set itself the goal to keep on reducing emissions of plastics into the environment at production sites with the long-term goal of "Zero Pellet Loss".

6. Legal awareness

JACKON Insulation is committed to complying with all legal provisions governing energy utilisation, consumption and efficiency, environmental protection and occupational health and safety. In their function as personal role models, all members of senior management drive the implementation of the legal requirements and ensure that the necessary instruction sessions for employees are organised and held. During these instruction sessions, all employees are informed of the applicable legal regulations and charged with complying with these.

7. Awareness of health and safety at work

Our health and safety management policy aims to prevent any work accidents or work-related illnesses and to guarantee the health and safety of all staff members. All employees are therefore obliged to identify any possible sources of risk and to ensure that their conduct does not give rise to any work accidents or injuries. They must report **all** accidents (including minor accidents) and near-misses.

JACKON Insulation undertakes to provide all of the necessary information and resources to achieve these goals.

Michael Schneider

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