

Our customers are the most important people in the company. For this reason, customer satisfaction always comes first and is the focus of our actions and efforts. At Gessmann, we always treat each other openly and honestly. We attach particular importance to a positive working atmosphere and high employee motivation. Maintaining and ensuring the quality of our products is and remains the primary goal of our business policy. This is guaranteed by our high-quality principles, which are based on decades of know-how. Of course, it is a matter of course for us to protect our environment by using all resources consciously and sparingly.

For the future, we are relying on the commitment and high motivation of our employees to meet the demands of our customers and to guarantee our position as one of the top manufacturers of special switching devices. Quality, flexibility and customer orientation are our pillars for a successful future.

The following principles support this philosophy:

**Preventive quality assurance**

*Our zero-defect goal as a strategy is underpinned by error prevention rather than error elimination. Quality is produced and not tested!*

**Quality-conscious employees**

*Our employees have a strong awareness of quality, which is continuously promoted through the transfer of tasks, competencies and responsibilities, further training measures and the representation of employee interests.*

**Quality and innovation leadership**

*Our flawless quality throughout the entire product life cycle has top priority. Maintaining and ensuring the quality of our products is the primary goal of our business policy.*

*We take the lead in quality and innovation in global competition and measure ourselves daily against the most difficult requirements of our customers. Only when our customers are unconditionally satisfied with our services will the existence of our company be secured in the long term.*

*We all act uncompromisingly in accordance with our quality principles to maintain the quality of our products and services at the highest level thanks to our decades of know-how.*

**Product Safety**

*We generally attach great importance to product safety during development. In addition to established risk management, we carry out safety assessments based on risk analyzes (e.g. FMECA), particularly, but not exclusively, in the railway switch area to ensure the safe handling of our HMI applications (e.g. master controller). (HMI = Human Interface)*

**The customer is the most important person in our company.**

*We respond quickly and flexibly to requirements, wishes and expectations through competent advice and flawless delivery. From the preparation of the offer to the packaging and the use of our products on site, we make all our experience and expertise available to our customers.*

*We deliver error-free goods and services and prove this with every delivery. It is our goal to create a very good and, above all, trusting relationship with our customers over a long period of time.*

*We serve our target markets around the world with first-class products that meet the respective market requirements. With technically first-class solutions, taking economic aspects into account, we face all challenges and want to be among the best. Constant innovations offer our customers added value.*

*We are continuously working on improving our work processes from order receipt through development to delivery. For this purpose, goals are set, the progress and fulfillment of which are evaluated at regular intervals.*

*We implement improvements quickly and learn new things every day.*

**Social responsibility and sustainability**

*We involve our suppliers in our optimization activities with the aim of creating ever better and cheaper products. We ensure compliance with a sustainable, conflict-free supply chain, considering our ethical standards and our social responsibility.*

*We maintain contact with educational and research institutions and provide appropriate training and internship positions.*

*We use environmentally friendly materials and production processes in all manufacturing processes and use all resources sparingly - from lighting to heating oil. Where possible, we promote the use of renewable energies.*

*We have set ourselves the goal of carrying out all business activities safely and efficiently to prevent accidents, injuries and occupational health problems.*

**Information security**

*We ensure the confidentiality, availability and integrity of our sensitive information by taking effective precautions against cybercrime, data theft or data misuse through appropriate measures, regular training and technical systems.*

In connection with our quality policy, the W. GESSMANN Group makes clear at this point its responsibility for complying with social, ecological and ethical standards, which are based on the principles of sustainability, and expects the same from its business partners.

These standards are based on a variety of existing international human rights, as well as fundamental sustainability aspects. We know that entrepreneurial success is only possible with healthy and respectful employees and that assuming social responsibility is an essential factor for sustainable corporate success. Here you will find an overview of the basic values that we adhere to beyond the legal requirements of the respective country. However, to ensure a motivating working environment for our employees, we always strive to exceed these minimum requirements.

**Child labor**

General ban on child labor

*Of course, compliance with laws to protect young people is also our top priority.*

**Work under Duress**

No forced work, no withholding of passports, work permits, no planned debt.

No use of physical violence, no physical or psychological pressure, no insults.

*Our leadership and behavior codes show the way to a motivating and supportive approach to employees.*

**Health and Safety**

Guaranteed maintenance of basic safety and health standards: equipment, training, provision of drinking water and toilets.

*We always strive to create the best possible working conditions and to promote the safety of our employees through appropriate precautions and training.*

**Freedom of expression and assembly, equal opportunities & diversity**

Right to freedom of assembly, to form interest groups and to join trade unions or similar associations

No discrimination or disadvantage in hiring, remuneration or change of employment relationship based on race, caste, nationality, religion, gender, trade union membership or political opinion.

**Working conditions (working hours and pay)**

Regular working hours; in exceptional circumstances, additional hours are permitted and will be paid separately. Compliance with the minimum legal remuneration requirements.

*The basis for this is the legal and/or trade union requirements of the respective country to ensure the basic satisfaction of our employees, we generally pay higher wages than required by law.*

**Ethics and business conduct.**

Avoidance of conflicts of interest, no illegal donations of any kind to state bodies, prevention of money laundering.

Compliance with applicable data protection laws to protect personal data. Dealing with business correspondence or other confidential information in a trustworthy and protected manner.

Fair and long-term relationships with our business partners. No influence on company-relevant decisions through gifts of money or material.

*Our decisions cannot be changed by gifts of money or material for the benefit of outsiders. Our employees are required to report such attempts to influence immediately to management.*

**Whistleblower protection**

No discrimination or punishment of whistleblowers within the framework of the Whistleblower Protection Act.

**Ecological responsibility**

Positive influence on climate change and CO2 emissions through appropriate climate-friendly measures and use of energy-efficient solutions

In accordance with our quality policy and our social standards, the following code of conduct and conduct applies to our employees:

- Through the personal commitment and initiative of each one of us, we want to achieve the highest level of customer satisfaction day after day.
- Our customers are at the center of our actions and our efforts.
- We treat each other openly. Honesty and mutual trust characterize our relationship.
- We constantly strive to improve our activities and processes.
- We involve our suppliers in these efforts as partners.
- We treat all company resources and the environment carefully.
- Open communication, flexible thinking and actions help us achieve our common goals.
- We stand for the GESSMANN corporate policy and want to create a “We Feeling” and trust.
- We want to deal honestly with each other, present criticism constructively and deal with positive and negative criticism on a factual level; not least to enable solution-oriented and fair handling of conflicts.
- We want to respond to the suggestions of all employees and include them in changes and decision-making processes.
- We do not accept misconduct or poor performance and address this openly.
- Our managers communicate continuously, task-oriented and clearly, act comprehensibly and are aware of their role model function. Those who lead take on leadership responsibility and reflect on their own actions. Accepting leadership responsibility is an essential basis for successful employee management.
- We adhere to the international Code of Conduct and Compliance in all our business areas, internally and externally (Especially when handling our international business transactions), implemented in our social standards.
- We protect our data and confidential information and ensure that we do not provide a target for data thieves or other cybercriminals.