



SCHOCK

HANDMADE IN GERMANY

CORPORATE
PHILOSOPHY
OF SCHOCK GMBH



COLOUR BRINGS LIFE

Society, technology and the economy are in a permanent state of change. SCHOCK has always seen this as an opportunity to shape developments, actively influence trends and creatively model the future. SCHOCK has thoroughly modernised its structures in recent years. Achieving market leader, quality leader and design leader status is the company's new aspiration. Not only does this call for considerable dedication but also the will from each and every one of us to take responsibility and bring the company's core values to life.

Our success is measured against the excitement our customers feel for our products and services. The high expectations that our consumers, dealers and employees have of SCHOCK represent a constant challenge to which we must rise. We strive to meet these expectations with our expertise, experience and fresh ideas.

A strong market position cannot be achieved without innovative and dedicated staff. Motivating them, awakening their team spirit and supporting them as they endeavour to reach their personal and collective goals is a key part of our leadership team's remit.

Aspiring to occupy a top position in the international markets means that we must be trendsetters, not trend followers. Seeking to secure competitive edge globally calls for the ability to spot the trends early and to shape them.

Introducing and applying ISO 9001 quality management systems as well as EMAS and ISO 14001 environmental management systems is how we strive to secure the sustainable success of our company for the long term and aim for constant improvement.

QUALITY POLICY

MARKET QUALITY

The benchmark for quality is set by the customer base. The quality of products and services must therefore meet the requirements of our customers. It is important to integrate not only our own people but also all the suppliers and service providers with whom we work in order to achieve this goal.

ECONOMIC AND ENVIRONMENTAL QUALITY

Quality must be determined and ensured in accordance with economic and environmental considerations.

RESPONSIBILITY FOR QUALITY

Safeguarding quality is the duty of management and the job of leadership. Each and every employee in the company is responsible for the quality of the work they do. The planning phase is when risks and opportunities are identified, analysed and taken into account in process implementation.

QUALITY CONSCIOUSNESS

Quality keeps jobs safe – it is for this reason that everyone who works at SCHOCK must see it as their ongoing mission to help improve quality in the interests of sustaining and enhancing the success and good reputation of the company.

QUALITY MANAGEMENT SYSTEM

We use an ISO 9001 quality management system to ensure that we reach our quality targets. In order to verify our compliance with the defined standards and to constantly improve the quality management system, we conduct external audits, management reviews and internal company audits (audit plan, external customer audits) at regular intervals.

ENVIRONMENTAL POLICY

SCHOCK regularly reviews the observance and success of environmental measures. For us, continuous improvement is just as important in protecting the environment as it is to observe the associated laws, regulations and standards.

Because SCHOCK products come into contact with food, we are subject to very strict requirements. Safety and environmental protection therefore begin in the development phase with the meticulous selection of raw materials and the technical realisation in the production process. All of our manufacturing and administrative departments are integrated into this process. This is what enables us to properly achieve our environmental objectives.

This proactive approach to environmental protection is reflected in our permanent and close cooperation and coordination with the authorities and local residents.

The complete environment report and our EMAS and ISO 14001 certificate is available for download from our website at www.schock.de/unternehmen/emas-umweltbericht/.



GUIDELINES FOR THE AVOIDANCE OF CONFLICTS OF INTERESTS AND CORRUPTION

Successful and sustainable business activity must be built on a foundation of ethical and transparent business conduct, which must be free from corruption and any behaviour on the part of any individual that may harm the interests of the company.

In order to provide our employees with binding guidance, we formulated a set of guidelines for business transactions, which is detailed below. The guidelines must be strictly observed with respect to our business partners and all establishments or persons with which we are connected.

GIFTS AND OTHER FAVOURS

- Accepting or giving courtesy gifts up to the value of 50 euros per business partner per year is permissible but employees must declare it to their manager.
- Accepting or giving money, gifts in kind, non-cash or other benefits which exceed the value stated above is not permitted
- If the minor gift threshold stated above is exceeded or if there is any doubt as to the value of the gift, the gift should not be accepted or should be returned to the giver, as applicable

BUSINESS MEALS

- Participating in business meals is only permissible when they serve a justifiable business purpose and take place in an appropriate business context.
- The respective Head of Department or Managing Director must be informed of the frequency and reason for business meals.

OTHER EVENTS

- Inviting others or accepting invitations to events (such as sporting, cultural, product information events and seminars) must be approved in advance by the respective Head of Department or Managing Director.
- The sponsoring of events is fundamentally not allowed.
- The paying of travel or accommodation expenses for or by business partners is not allowed.

PARTICIPATING INTERESTS IN OTHER COMPANIES

- Holding participating interests in or working for any companies with which Schock has a business relationship must be declared in writing and requires approval.
- Any employment of Schock employees or their family members at companies which have a business relationship of any kind with Schock requires the Managing Directors' written approval.
- In the event of a conflict of interests, the participating interest or the employment must be discontinued.

SUSPICION OF CORRUPTION

- Should any justified grounds for suspicion or legal doubt arise as to the conduct of external parties that may indicate an attempt at corruption, the existence of conflicts of interests or corporate crime, each and every employee has a duty to report this to a Managing Director, their respective Head of Department, the works council representative or the Head of Human Resources.
- Employees shall be assured of absolute discretion in the event of making any such report.

MEASURES AND SANCTIONS

Failure to abide by the content of these guidelines may result in the following legal consequences:

- General sanctions under employment law (e.g. written warning, transfer to a different role)
- Instant dismissal and/or
- Criminal prosecution

However, any and all of this may only take place on an open, fair and honest basis.

For this reason, we pursue a strict policy of zero tolerance regarding our employees accepting advantages as described above as well as regarding all non-prohibited and morally objectionable conduct such as child labour, degrading or environmentally damaging behaviour.

ADDICTION PREVENTION

We are very concerned with the health and safety of our employees. All of our employees should be protected from health risks and irritation caused by tobacco smoke and dangers posed by excessive alcohol consumption.

In the interests of ensuring the safety of our employees and operational plant, it is strictly prohibited to take alcoholic drinks into company premises and to consume alcoholic drinks during working hours and at the workplace. This ban shall apply from the start of working hours until the end of working hours, inside and outside of company premises.

Furthermore, smoking of all types is banned in all facilities, buildings and rooms in the company grounds and in all company vehicles. However, specially marked smoking areas have been designated for this purpose.

Besides the help offered within the scope of our duty of care, we declare our willingness, should there be any addictions, to offer preventative measures such as presentations or seminars etc. and to enable interested employees to take part.

These guidelines should form the basis of all of our actions and plans.



