



LEOPOLD

P A C K A G I N G   K N O W - H O W

# Corporate principles

## 1. Satisfied customers

Fulfilling the wishes and meeting the demands of our customers is our common goal and the obligation of all our employees. Production at a constant level of quality, safe, legally compliant products that satisfy constantly increasing requirements is our primary goal. We put long-term business relations and partnerships with our customers at the centre of our focus.

## **2. Company independence**

To ensure the ongoing and independent existence of the company, it is an essential goal to generate company profit. This is the only way to implement measures to safeguard products and make the necessary investment in production resources. All involved parties ultimately benefit.

## **3. The demand for quality is the constant challenge faced by our workforce**

All our employees are committed to work responsibly and to a high level of quality. Everyone in the company makes an important contribution to satisfying the needs of our customers. Cooperation during planning, product manufacturing and all associated activities must be promoted. Constant improvement of working methods and information channels is an important task for all employees. Strategies are developed on the basis of data and facts that enable systematic analysis of all processes for identification, evaluation and continuous monitoring of all risks for quality and food safety.

## **4. Quality applies to all processes in the company**

Not only the highest product quality but also reliability, deadline compliance and clarity for all external and internal processes must be treated with the same priority by all employees. Commitment, efficiency and entrepreneurial action must be promoted. Fairness and collaboration stand above individual interests. The success of the whole has priority over the interests of each individual.

## **5. Error prevention is more important than correction**

Our quality goal is – zero errors. Any deviation from regulations or overstepping of limits must be rectified immediately or reported to the persons responsible. If, however, errors occur, the causes must be determined and immediate measures initiated that reliably prevent the error being repeated.

## **6. The quality of machines and systems must be ensured**

It is an essential requirement for fault-free production of our products that all systems and equipment are regularly serviced and their reliability is monitored. If unforeseen errors occur, measures must be implemented to prevent their reoccurrence.

## **7. The quality of our raw materials is extremely important**

Our product quality and delivery reliability depends greatly on the quality capability of our sub-suppliers. They must be clearly instructed, given ongoing support and monitored, as we have the same quality goals. We work constructively with our suppliers on a basis of partnership.

## 8. Order and cleanliness

Hygiene, order and cleanliness are of central importance for maintaining product safety and product quality. All the members of our workforce are obliged to treat the equipment entrusted to them with care and caution and to ensure that their workplace is hygienic, orderly and clean.

## 9. Quality regulations are binding

The Integrated Management Manual (IMS) defines precise rules for quality awareness and cooperation. In individual areas there are also procedural instructions for special processes. These regulations and the regulations of our customers must always be complied with.

June 2013

The Management Board

