



## Customer satisfaction

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Our customers are the focus of our entrepreneurial way of thinking and acting. By quality, we understand not only the fulfilment of customer requirements, expectations and wishes, but also the appropriateness of the processes involved. The satisfaction of our customers is our primary obligation. Our objective is to provide services and products that completely meet the needs of our customers. We cultivate intensive, cooperative relationships with our customers and our joint success is always the focus of our activities.

## Continuous improvement

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By establishing appropriate measures and objectives, we are committed to the continuous improvement of our performance and, as a result, to the effectiveness of our integrated management system. We regularly assess the achievement of objectives and the remaining risks on the basis of key figures in the areas of quality, health, safety, energy and environmental protection. This continuous assessment allows us to react in good time to any deviations. In addition, a structured management of measures ensures our success.

## Employees

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Our employees are the key to success. With the help of targeted instruction and personalised training, we qualify, sensitise and motivate our employees to ensure quality, environmental protection, energy management and occupational safety. In this way we establish the basis for economic action and therefore for our corporate success.

## Personal responsibility

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All employees are responsible for the efficiency of the processes and the successful provision of our services. By means of responsible tasks, we specifically require and promote the awareness of our employees for our processes, products and services.

## Occupational safety

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Our utmost attention is paid to the occupational safety in the company and to the protection of the health of our employees. Our processes and workplaces are always designed in such a way that the focus is on the health and safety of the people. Furthermore, it is our declared objective to avoid material and environmental damage. In order to achieve this objective, we commit ourselves to record and evaluate existing risks systematically and to minimise or exclude them by means of appropriate measures.

## Environment and energy

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With our range of services for repair and assembly replacement, we offer our customers resource saving services. By means of our sustainable procurement of spare parts and assemblies, we make another important contribution and actively support our customers in terms of environmental protection. An additional certification according to DIN ISO 14001 at many of our locations underlines our environmentally conscious way of thinking and acting. By means of our active energy management, we also save resources, promote climate protection and reduce the costs of providing energy.

## Sustainability

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By complying with our corporate policy and the resulting profitability of the company, we secure our jobs and the future of the company. By means of our sustainable management, the responsible use of resources, as well as the compliance with legal regulations, environmental and energy relevant specifications, we ensure that we keep our ecological footprint as low as possible.

Malsch, 11. December 2020




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