

# QUALITY POLICY

## 100% QUALITY, 100% OF OUR TIME

Uncompromising quality thinking is embedded in all our activities at all times and by each of our employees.



### CUSTOMERS ARE OUR NORTH STAR

We meet agreed service levels and deliver on time.  
We fully comply with our defined product specifications.  
We achieve more if we deliver additional value to our customers.  
We inspire our customers with customised solutions.



### EXCELLENT PROCESSES FOR EXCELLENT RESULTS

We continuously improve the effectiveness and efficiency of our processes for the benefit of our customers and process users.  
Best practise is the benchmark for our management system.



### EMPLOYEES ARE OUR KEY SUCCESS FACTOR

Friendly and customer-oriented staff is one of our most important assets.  
The safety of our employees is essential.  
We eliminate hazards and reduce risks to achieve our vision of "zero accidents".  
Employees are stakeholders in safety issues.



### ONLY SUSTAINABLE BUSINESS IS GOOD BUSINESS

We aim for achieving a better future for all.  
We stick to our Datwyler heritage.  
To be a leading IT infrastructure provider is the next step in our more than 100 years history.  
We commit ourselves to the agenda of the UN Sustainable Development Goals (SDG's).  
We strive for carbon-neutral operations till 2030 in alignment with scientific based targets.  
Good corporate governance and compliance to legal requirements are non-negotiables to us.

Johannes Müller | CEO

Norbert Ludwig | VP Operational Excellence & Global Services



**DATWYLER**