

**KAEFER**

When it counts, count on us.

# KAEFER COMPANY POLICY

The way we do business – since 1918

## A company to rely on

Throughout the last 100 years, KAEFER has grown to become a global leader in technical industrial services. We are specialised in Insulation, Access, Surface Protection, Passive Fire Protection, Interior Outfitting as well as other industrial services. At KAEFER, we fulfil our commitments and make no compromises regarding Health & Safety, Environment, Quality and Compliance. This permeates our culture and allows us to provide consistent client satisfaction and maintain a sustainable customer relationship.

## We work on projects that really matter

KAEFER is a worldwide partner of customers on new build and maintenance projects, in a wide range of industries. We provide concentrated expertise for any technical challenge and offer innovative industrial solutions, such as our Lean approach and our Digital Order to Invoice for Project Management. Our clients profit from increased efficiency in operations and smoother project delivery, while we benefit from improved staff capability and empowerment.

## Our mission

We are KAEFER. Our mission is clear: To be the most reliable and efficient provider of technical industrial services. Our promise: When it counts, count on us.

## Our values

Trust is the foundation of our business activities. Loyal customers, loyal employees and loyal shareholders are the reward whilst growth and continuing improving performance are the results. We empower our employees, and they empower KAEFER. Collaboration, collegiality and continuously striving to achieve mastery in our profession help us to make the right decisions in complex situations.

## Compliance

We are strongly committed to compliance. We are not just insulators, interior outfitters, scaffolders, painters, engineers or office workers – we are KAEFER ambassadors worldwide and we are aware that our actions can affect the image and reputation of the company. Our customers, business partners, subcontractors and stakeholders can expect us to do business to the highest ethical standards, fulfil our obligations, comply with all applicable legal requirements and act as a fair and lawful partner. Furthermore, the KAEFER Code of Business Conduct serves as a guideline covering topics such as best practice, good governance, lawful and responsible behaviour and the fight against illegal and unethical practices.

## Health, Safety, Environment and Quality

The Health & Safety of all our employees is our utmost priority and our safety culture is deeply anchored in their daily work. We are obligated to ensure our people's wellbeing and their health and safety in a well-managed environment. It is of highest importance to us to avoid work-related accidents, health problems, environmental pollution and property damage. It is our aim to make KAEFER a global leader in health, safety and environmental protection, with a target of zero incidents.

With the KAEFER LEAN Journey we create customer value by continuously working towards waste free and getting better at what we do every single day. The harmonisation of business processes is defined in the KAEFER Process House which aims to standardise the way we work at KAEFER and to increase process reliability within our value chain.

## Sustainability

Energy efficiency was the motivating factor behind our founder's original idea to clad the walls of ships with peat. This is continuously evident in the way that we think, act and work. As global pressure on natural resources continues to grow, we at KAEFER believe we have an important part to play in building a sustainable future. Therefore, we strive to make an important contribution to improving energy efficiency around the world every day.

**Dr. Roland Gärber**  
(CEO)

**Karsten Wirth**  
(CFO)