

# Nordmann Quality Policy

September 2024

At Nordmann Group we are committed to the highest standards of quality and ethical behaviour in all our operations. As part of the Georg Nordmann Holding Aktiengesellschaft, we are guided by the core principles of human rights, working conditions and environmental protection outlined in the **Group's Code of Conduct**. Our commitment to these principles is the foundation upon which we build our Quality Policy, valid for all entities of the Nordmann Group.

**Employee wellbeing and inclusion:** Our employees are our most valuable asset. We are committed to creating a safe and inclusive working environment where all individuals, regardless of their background or beliefs, are treated with respect and dignity. We train our employees to achieve our goal of zero work accidents. To protect the health of our employees, we provide ergonomic workstations and external consulting services.

**We are one:** We operate as one across all Nordmann companies. International cooperation and synergy between our different entities is vital to our collective success.

**Innovation and empowerment:** We encourage innovative ideas and empower our employees to make independent decisions. Through ongoing training and development initiatives, we aim to promote a culture of innovation and personal growth among our teams.

**Commitment to sustainable development:** Nordmann is committed to sustainable development and responsible action in all environmental, social and economic dimensions of our operations. We benchmark our sustainability efforts against recognised external frameworks such as Responsible Care and EcoVadis, while meeting the requirements of sustainability certifications and legal reporting obligations.

**Compliance with regulatory and safety standards:** We prioritise regulatory, environmental and safety compliance when introducing new products and services. This includes careful consideration of issues relating to food, feed, pharmaceutical raw materials, hazardous substances and other relevant areas. Adherence to standards is an integral part of our daily business practices. We provide the necessary information for the safe handling of our products to ensure customer health and safety.

**Shared responsibility for quality and safety:** Quality and safety are not the responsibility of a select few, but a collective commitment shared by every member of our organisation. Meeting the highest standards of quality and safety is embedded in our organisational ethos and informs our daily actions and decisions.

**Creating Value and Continuous Improvement:** We are committed to strengthening our position as a leading chemical distribution company. We strive to improve the scope and excellence of our services to better meet the evolving needs of our customers. We view our customers and suppliers not just as business partners, but as long-term partners, fostering continuity and mutual trust.

To implement and maintain this policy, Nordmann has among others an ISO 9001 quality management system in place and has actively communicated this policy to all employees.



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Managing Director



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