

Declaration of Principles

Satisfied customers are the precondition for the financial success of our company. Exceptional quality, best service and competitive prices secure customer satisfaction.

Motivated and dedicated employees are indispensable for the success of the company. Using and developing their abilities and skills serves our company and everyone who works there. We also know that we can reach our company goals only with healthy employees.

At the same degree we are convinced that sustainable and environmentally sound conduct contributes significantly to the financial success of our company. We conserve the environment through careful and efficient consumption of resources and avoiding causing harmful effects on the environment. We take the concerns of the neighboring residents into account to the degree possible.

In order to secure our viability and ability to develop as a company over the long term, **VOLKE** uses an integrated management system. It encompasses the areas of quality, environmental protection, workplace safety and information security and implements the requirements of the norms DIN EN ISO 9001, DIN EN ISO 14001 and DIN ISO IEC 27001. **PPP** uses the quality management system following the requirements of DIN EN ISO 9001.

The handbook describes the corporate policy of **VOLKE and PPP**, the other foundational principles established for the management systems as well as the management, administration and support processes with respect to quality, environmental protection, information security and workplace safety. This handbook should assure that the corporate processes described here proceed in conformity with the requirements of the aforementioned instructions.

Our handbook is a binding manual of conduct for all employees, especially for management personnel. It is also the basis for any further rules and regulations in our company. With respect to our clients and customers, external agencies and officials such as accident insurance carriers and testing offices, it provides transparent representation of this company our responsible conduct. All management personnel and all other employees are obligated both to observe the agreement made within their areas of responsibility and also to support the person responsible for the integrated management system without restriction. Every superior is in particular required to comprehensively and comprehensibly inform all employees for whom he has responsibility concerning the handbook and also to monitor compliance with these rules.

Munich, 8.5.2013

Pro per Dr. R. Lunkeit, pro per W. Görke
(CEOs)