

## Integrated Quality Policy of the Böllhoff Group



## Integrated Quality Management System of the Böllhoff Group

Böllhoff is a worldwide partner for 360° fastening technology with assembly and logistics solutions. As a family-owned company, we have ensured long-term success through innovative strength and customer proximity since 1877.

The success of activities at the company Böllhoff is guaranteed by the high dedication demonstrated by all employees, safe and high-performance processes, high-quality, safe products as well as reliable partners and interested parties. In order to be able to secure Böllhoff's long-term success, our organisation, products and services as well as our processes are continuously improved and developed. Wastage is analysed and avoided.

The following international standards form the basis of our integrated quality management system:

Quality	Environment	Health and Safety
DIN EN ISO 9001; IATF 16949; ISO/TS 22163; DIN EN 9100; KTA 1401; DIN EN ISO/IEC 17025	DIN EN ISO 14001 DIN EN ISO 50001	DIN ISO 45001

At Böllhoff we take our responsibility towards our customers very seriously. In accordance with our QM mission "Know your customer" we know the specific requirements of our customers from all industries and support them in creating successful connections. In doing so, the objectives of our customers, such as the joining modern materials and construction types or the economical procurement, stocking and supply, are our main focus.

We strive to strengthen our position as a competence leader in fastening technology. We rely on our passionate team, our innovative strength and our broad portfolio of products and services. As a jointer of success, we stand for cost optimization along the value chain of our customers.

Our integrated quality management is concentrated on the most important quality features such as

- Customer satisfaction
- Process quality
- Innovation
- Efficacy and efficiency.

As Böllhoff has committed itself to protect the natural environment, unnecessary burdens to the environment are avoided or reduced. In this sense, Böllhoff attaches great importance to a careful handling of the natural resources of our environment. Böllhoff pressures comprehensive environmental awareness which include the entire life cycle of a product: Starting with the development, the energy use and the production through the use and to the future disposal. In addition we commit ourselves to purchase energy efficient products and services from an economic point of view.

Böllhoff is anxious to reduce the environmental impacts of its production sites as well as to minimize the consumption of energy and resources by a continuous improvement process that takes us far beyond standard compliance requirements and it helps us to achieve an improvement of our energy-related performance.

As Böllhoff is also aware of its responsibility towards its employees, the company commits itself to support and maintain safe working conditions. Moreover, adequate measures are taken to minimise hazard sources ultimately to avoid accidents, occupational diseases as well as work-caused health impairments.


All employees are equally motivated to work responsibly and actively on the daily implementation of agreed objectives and measures as well as the topic of quality, environmental and work protection as well as energy consumption into the operative processes.

The awareness of all employees with reference to quality, environmental and work protection as well as energy consumption is supported actively by training, the provision of information and instructions. Our partner companies as well as our interested parties are also encouraged to act within the meaning of our understanding.

For us, as a minimum requirement, observation of all pertinent and legal framework conditions goes without saying.

Böllhoff guarantees the documentation of its integrated quality policy, its regular review as well as to make any necessary adjustments.

Additionally, Böllhoff guarantees a comprehensive flow of information and communication with all interest groups as well as a lively exchange of information between the employees, which includes the analysis of customer needs and expectations and to ensure the compliance with all legal and regulatory requirements.



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