

Düren, January 3, 2022

Our values determine our guidelines and guide our actions

Reflex GmbH & Co. KG has strong values and a commitment to quality that form the basis of our customer relationships, our dealings with each other, and our approach to occupational safety, energy, environmental protection and product safety.

Our quality policy

Customer satisfaction is our primary goal. The will to meet and exceed our customer's quality expectations guides us in our daily work. This quality awareness helps us to avoid errors and to eliminate their sources. It also enables us to offer excellent products and services, while reducing the costs for labour, material and capital.

The goal of our certified management system is to enable us to carry out all our quality processes correctly.

We have therefore implemented control mechanisms that enable us to react quickly to any deviations from customer requirements. This way we can achieve sustainable process optimisation and ensure product quality.

Quality assurance and improvement is the task of all our employees. It requires conscious commitment and active cooperation, even across process boundaries. Therefore, we demand and promote the identification of each individual with the goals of the company and the constant willingness to learn and further develop.

Our energy and environmental policy

Reflex GmbH & Co. KG produces and distributes high-quality, uncoated papers. For this reason, we are committed to promoting sustainable development, constantly improving our processes and conducting our business responsibly. Energy management and environmental protection is an integral part of our corporate responsibility and it is firmly anchored in all our business processes.

- **We all bear responsibility for the careful use of energy and the conscious treatment of the environment.**

We respect social norms and values and are a reliable business partner that fulfils both legal obligations and commitments to its stakeholders.

We are all responsible for the careful, efficient use of energy and environmental protection. Therefore, we ensure that we all have the necessary competence and skills to fulfil our responsibility towards the environment.

- **We continuously improve our energy efficiency and environmental performance**

We are constantly developing our products, processes and working methods to optimise our environmental performance and energy efficiency. Our goal is to reduce adverse environmental impacts resulting from our operations. To this end, we consider the use of best available technology in the development of our production processes.

- **We use raw materials and products responsibly**

We conserve resources by using raw materials and energy sparingly. The safe handling of chemicals is of particular concern to us. Any waste produced is primarily reused as raw materials or recycled for energy.

We produce recyclable products that are mainly made of renewable raw materials - namely wood. Therefore, we support the independent certification of sustainable forest management and strive to continuously increase the proportion of sustainably certified wood in our products. Our products are safe for our customers' applications and processes.

- **We engage in transparent communication with our customers and stakeholders.**

We communicate our energy efficiencies and environmental performance openly and honestly. We publish energy and environmental information about our products and production processes and actively engage in dialogue about our activities with our customers and stakeholders.

Implementation is supported by environmental programmes and the resulting defined energy and environmental targets. Our energy and environmental policy is reviewed regularly.

Our occupational safety policy

From our values and the principles of corporate responsibility derives the duty safeguard the health, safety and well-being of our employees. This means complying with legal requirements and relevant agreements, as well as constantly striving to be among the leaders in occupational health and safety.

This also applies to the control of a pandemic situation. In the event of such a situation occurring we implement all mandated and recommended measures together with our employees.

We firmly believe that occupational accidents and diseases are preventable. For this reason, we only accept safe working methods in safe working environments.

Our target is zero accidents at work, zero occupational diseases and the health protection of our employees and guests.

Reflex GmbH & Co. KG is committed to health protection and occupational safety through:

- an organisational structure that promotes occupational safety and health protection,
- the introduction, maintenance and further development of a transparent reporting system,
- regular setting of objectives, formulation of action plans and provision of the necessary resources,
- monitoring of developments and, if necessary, the development of necessary countermeasures,
- benchmarking within and outside the company to ensure competitiveness in these areas.

Controlling risks and promoting safe working practices requires the unconditional cooperation of employees and management.

Safe working conditions support health in physical, mental and social terms. In addition, well-being at work is the basis for meaningful activity and gives every employee the opportunity to realise their full potential.

Our values

- We show competence in solving our customers' problems because we understand their business and respond flexibly to their needs.
- We help our customers to succeed through the quality of our products.
- We feel committed to the wishes of our customers.
- We work in close partnership with our suppliers.
- We treat our environment and our energy consumption responsibly.
- Our workplace culture is characterised by trust and mutual respect. We live open communication. We demand and promote the self-responsibility and continuous development of each individual.

Always better together

- Our policies and values guide management in setting corporate goals. Our RIMS ensures compliance to these goals and their pursuit.
- They are reflected in all processes and products and are laid down in guidelines.
- Every employee is obliged to comply with these guidelines and to contribute to continuous improvement within the scope of his or her possibilities.

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Michael Sablatnig
CEO