



**Reflex GmbH & Co. KG**

# **Guidelines an policy**

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## Guidelines an policy

### Guidelines of Reflex GmbH & Co. KG

**In its cooperation with all stakeholders, Reflex GmbH & Co. KG stands for the highest standards in quality assurance and compliance with all legal provisions relating to labor and human rights. Careful use of energy and the environment are the basis of our corporate policy. The safety of our employees and our products for consumers and future generations guides our actions.**

### Our values

- We demonstrate expertise in solving our customers' problems by understanding their tasks and responding flexibly to their needs.
- We help our customers succeed with the highest quality products and the best possible level of service.
- We are committed to the wishes of our customers.
- We work in partnership with our suppliers.
- We treat our environment and all resources responsibly.
- Our cooperation is characterized by trust and mutual respect. We live open communication. We demand and promote the personal responsibility, equality and continuous development of each individual.

Reflex GmbH & Co. KG

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## Guidelines and policy

### 1 Principles of Reflex GmbH & Co. KG in the cooperation

#### Always better together

- Our guidelines and values guide the actions of all employees and are decisive for the definition of corporate goals by the management. Our integrated management system ensures that they are pursued and adhered to.
- They are taken into account in all processes and products and are set out in guidelines.
- Every employee is obliged to comply with these guidelines and to contribute to continuous improvement as far as possible.

### 2 Our quality policy and delivery promise

The satisfaction of our customers with our products, services and service level is our overriding goal. Ensuring compliance with quality requirements is the guiding principle of our daily activities. This quality awareness creates the prerequisite for avoiding errors and consistently eliminating sources of error in order to be able to offer our customers outstanding products and services. At the same time, this means a reduction in costs for personnel, materials and capital.

The evaluation of customer satisfaction is based on open and cooperative communication and personal discussions. Direct interaction with our customers enables us to ask precise questions about the reasons for satisfaction or dissatisfaction and to respond immediately to feedback. At the same time, we gain information on how we can continuously improve our quality and cooperation.

Our aim is to always plan and implement all the necessary steps correctly as part of our certified DIN EN ISO 9001:2015 management system.

We have therefore implemented control mechanisms in our processes in order to be able to react quickly to any deviations in our quality standards. This ensures the sustainable optimization of our processes and product quality.

The assurance and targeted improvement of quality is the responsibility of all employees. It requires conscious commitment and active cooperation, even across process boundaries. We therefore demand and promote the identification of each individual with the company's goals and a constant willingness to learn and undergo further training.

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### 3 Our energy and environmental policy

Reflex GmbH & Co KG produces and sells high-quality, uncoated papers. For this reason, we are committed to continuously and sustainably improving our processes and products and conducting our business responsibly. Energy management certified to DIN EN ISO 50001:2018 and environmental management certified to DIN EN ISO 14001:2015 are integral components of our corporate responsibility and firmly anchored in all our business processes.

- **We all bear responsibility for the careful use of energy and a conscious approach to the environment. We promote biodiversity in our surroundings.**  
We respect social norms and values and are a reliable business partner that both fulfills its legal obligations and meets its commitments to its stakeholders. We are all responsible for the careful, efficient use of energy and environmental protection. We therefore ensure that all employees have the necessary competence and skills to fulfill our responsibility towards the environment.
- **We are constantly improving our energy efficiency and environmental performance.**  
We are constantly developing our products, processes and working methods to optimize our environmental performance and energy efficiency. Our aim is to reduce the negative environmental impact of our business activities. To this end, we consider the use of the best available technology when developing our production processes.
- **We handle 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. We produce recyclable products that are mainly made from renewable raw materials - such as wood, cotton or annual plants - and are not associated with deforestation processes. We therefore 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 and reporting with our customers and stakeholders.**  
We communicate key figures such as electricity and steam consumption and environmental performance such as fresh and waste water consumption in a transparent manner. We publish energy and environmentally relevant information about our products and production processes and actively

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participate in dialog about our activities with our customers and stakeholders. Our energy and environmental policy is regularly reviewed and updated by the management and executives.

### 4 Occupational safety policy

Our goal: zero accidents at work, no occupational illnesses and health protection for our employees and guests.

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

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

- an organizational structure that promotes occupational health and safety,
- the introduction, maintenance and further development of a transparent reporting system,
- Regular setting of targets, development of action plans and provision of the necessary resources,
- Monitoring developments and, if necessary, developing the 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 physical, mental and social health. In addition, well-being in the workplace is the basis for meaningful work and gives every employee the opportunity to reach their full potential.

### 5 Ethical, social and ecological policy of Reflex GmbH & Co. KG

Our values and the principles of corporate responsibility give rise to a duty to promote equality and the well-being of our employees. This means complying with legal requirements and relevant agreements:

We comply with current labor and social legislation (national/international) and working conditions to protect each individual. For example, we reject illegal employment

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relationships, such as child and forced labor. The management and executives are also instructed to demand this principle from suppliers, if possible and necessary, and to check compliance within the scope of legal possibilities.

- As a company bound by collective agreements, we apply all collective bargaining provisions.
- We comply with the statutory provisions of the General Equal Treatment Act and ensure that no one is harassed or discriminated against on the basis of their gender, sexuality, religion, ethnic origin, disability or age.
- Our company policy is based on respect, fairness and diversity to ensure an inclusive working environment for all employees.
- We actively promote a culture that values diversity and recognizes the individual strengths and perspectives of each person.
- As part of our procurement processes, we take social, ecological and economic aspects into account from production to disposal in order to minimize the impact on the environment and biodiversity and create added value for society.
- In order to continuously improve our company with regard to environmental protection requirements, regulations on consumer rights and consumer protection, requirements for the protection of personal data, etc., a whistleblower reporting system has been set up and made available on our website for interested parties such as employees, authorities, service providers, customers, suppliers, associations, etc.