# Kuhner Shaker

Adolf Kühner AG strives to meet the highest quality standards while minimizing its environmental impact.

Our guiding principle is: «We are the quality and technology leader in shaking machines, bioreactors and online measurement technology and our products stand for functionality, reliability and durability« and our mission is: «Our products provide our customers with the lowest life cycle costs on the market. We deliver our products all over the world. We are the most competent and sought-after experts in our field and provide our customers with the latest and most reliable results and findings, including from our own research facilities. «

This corporate policy defines the key principles for the establishment and sustainable further development of Adolf Kühner AG and all branches in order to make a valuable contribution to society, the environment and our customers.

Our company policy is based on the requirements of ISO 9001 for quality management systems and ISO 14001 for environmental management systems.
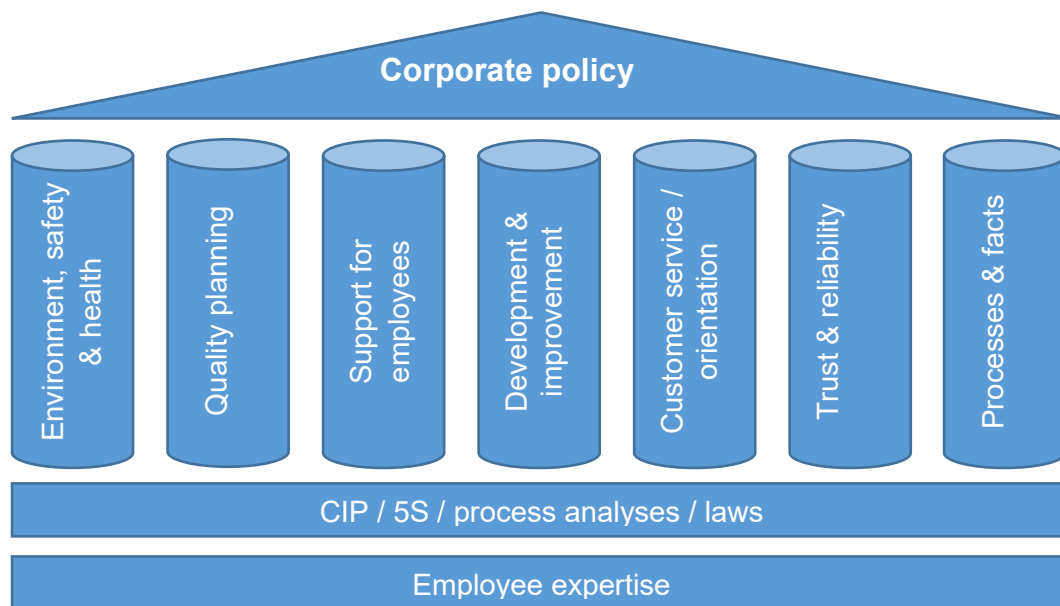
1. Context of the organisation

- We have analysed the context of our company and defined the resulting requirements for our integrated management system. This includes both internal and external topics that are relevant to our strategic direction and the achievement of our goals.

2. Leadership and commitment

- The management and executives undertake to comply with all applicable laws, regulations and other binding obligations.

- The health and safety of all employees and customers is our top priority. Appropriate precautions are taken to ensure this.
- Open and transparent communication and the promotion of a respectful and non-discriminatory working environment are principles of our corporate governance.

3. Planning

- We identify and evaluate risks and opportunities that could affect our ability to achieve the intended results of our management system.
- Quality and environmental planning is integrated as early as the development phase and ensured through targeted quality controls during the production process.
- Environmental impacts are regularly identified and monitored throughout the life cycle of our products.
- The acquisition of energy-efficient products and services is taken into account in planning in order to continuously improve energy-related performance.

4. Support for

- The organisation's knowledge is maintained and promoted through the training, further training and development of employees.
- Business information and targets are communicated transparently.
- We provide the human and financial resources required to maintain the integrated management system.

5. Operation

- Standardised processes ensure consistent and high quality in all areas.
- Our products and services are manufactured and continuously improved taking into account the relevant environmental aspects.

6. Performance evaluation

- The objectives and performance in the areas of quality, environment and occupational health and safety are made measurable and comprehensible by means of specific key figures.
- We regularly evaluate the satisfaction of our customers and use the feedback to continuously improve our products and processes.
- The environmental strategy can be viewed in a separate document (G0011_Environmental strategy)

7. Improvement

- Through innovative new developments and continuous improvement of all products and processes, we offer our customers state-of-the-art products and services.
- We are committed to constantly improving our quality and environmental performance and thus making an effective contribution to conserving resources and protecting the environment.

8. Customer service & customer orientation

- The needs and expectations of our customers are at the centre of our activities. We endeavour to deliver products and services that meet the highest quality standards and offer our customers added value.
- Customer satisfaction is evaluated through customer proximity, which contributes to the further development of products and processes and promotes customer loyalty.

- Excellent service offers customers fast and high-quality assistance with our products and services.
- Our aim is to build and maintain long-term and trusting customer relationships.

9. Suppliers

- We try to select our suppliers according to specific quality, performance and environmental criteria in order to fulfil our customers' requirements and ensure our own high standards.

Our organisation ensures that all the information required to achieve our goals is available. The integrated corporate policy we have issued forms the framework for the individual strategic and operational goals we have set ourselves.

Publication and review

- The company policy is published in SharePoint.
- It is regularly communicated to our employees.
- It is published on the Internet for our interested parties.
- Every year, we undertake to scrutinise our corporate policy and introduce any necessary corrections..

Closing words

Adolf Kühner AG is committed to complying with this corporate policy and to implementing the requirements of ISO 9001 and ISO 14001. We firmly believe that quality and environmental protection go hand in hand and are an essential part of our long-term success.

Markus Kühner
Die Geschäftsleitung

Stephanie Haensel
Head QM

Fabrice Panfalone
Head QA & HSE

Corporate policy

Revision	Datum	What?	Why?	Who?	Release:
1	25.06.2024	New creation of the document	Integration of quality and environment	HAST/ PAFA	26.07.2024