

Based on the Inovan principles our quality, environmental and energy policy is described as follows:

- **Customer focus:** We want maintain our customer base and sign on new customers not only by meeting their needs, but identifying and translating their expectations into reality.
- **Processes and CIP:** We set up our processes efficiently and follow the specifications we have set for ourselves straight down the line. We know no compromises with faults and we strive to improve ourselves every day.
- **Employees:** We have our flexible employees to thank for the long-term success of our company. They vigorously meet the challenges they are confronted with every day.

- **Conscientious utilisation of energy and natural resources while preventing environmental pollution**

We consciously keep the usage of natural resources such as water, energy and raw materials to a minimum. Wherever possible, we avoid or reduce environmental pollution such as waste, exhaust and sewage water. We also ensure energy efficiency when procuring products and services. We have placed our claim to sustainability and efficiency on a solid foundation by certifying and sustaining our environmental/energy management system.

- **Compliance with internal and external legal and official obligations**

With our environmental/energy management system we ensure compliance with and review of legal obligations and other requirements, as well as implementation of our environmental/energy policies. We regularly define new targets.

- **Constant improvement**

We want to achieve consistent improvement of the environmental situation with the efficient use of suitable technologies. We regularly review and assess our environmental policy and energy output. We also compare them with our targets to draw conclusions for any corrections. The company's process owners schedule the resources that the new targets call for in the annual budget.

- **Keeping our employees on top of the latest innovations to encourage an awareness of our responsibility for the environment**

We encourage an awareness of our responsibility for energy and the environment among our employees and everybody working for the company by giving them advanced training to keep them on top of the latest innovations.

- **Trusting communication**

We want to work with the authorities and interested parties on the basis of mutual trust when dealing with environmental protection issues. Our senior staff and company representatives manage internal communication.

- **Internal audits to check effectiveness**

We use regular internal and external audits to revise the effectiveness and efficiency of our work and how much we have met our environment/energy targets. We join forces with the management in our management review to assess our work and draw conclusions for our future agenda.

