



Guideline on Quality, Environmental Protection, Occupational Safety, Health and Diversity

KLÜBER
LUBRICATION
your global specialist

At Klüber Lubrication, we live a culture that attaches maximum importance to our customers and employees as well as sustainability. All our actions are guided by our values, principles and guidelines. We remain open-minded about new developments and take responsibility for our actions, society and the environment. That's what we aspire to in everything we do.

To protect health, safety, the environment and the highest product quality, we adhere not only to laws and regulations, but also to internally and externally certified standards. These are constantly reviewed worldwide, including by independent parties, and are an integral part of our understanding of quality. With our products and services, we offer a comprehensive and individually tailored package to meet customer needs. We maintain flexibility in the interests of our customers and exercise predictive risk management.

Quality and customer focus

At Klüber, we are committed to the highest quality in all our products and services.

We take into account national and international sustainability criteria along the entire value chain already during product development. With our innovative power, we increase acceptance with our customers and strengthen the Klüber Lubrication brand. We achieve this innovation through our commitment, creativity and lifelong learning. Through our processes and technologies, we ensure that we always meet or exceed our customers' expectations. Quality is not just a goal, it's our self-image. The competence of each individual employee is the basis for consistent quality, also with regard to environmental, occupational and health protection.

It is our topmost goal to reliably provide our customers with individually matching products. This means that we supply consistent maximum quality worldwide. Being a supplier to many industrial suppliers selling directly to consumers, e.g. the transportation or food industry, we bear particular responsibility.

This is why we commit ourselves as well as our suppliers to comply with all quality and sustainability standards, including hygienic, Halal and Kosher requirements.

From steelmaking, to wind power, to precision engineering, to robotics: We are the competent partner to our customers, cooperating with us to jointly meet future challenges and attain ecologically sustainable growth.





Environmental protection and occupational safety

Protecting the environment and the safety of our employees is our top priority.

We are committed to promoting environmentally friendly practices and continuously reducing our environmental impact.

We are aiming at reducing the impact on the environment through our chemical products, manufacturing sites and all our activities. We want to protect biodiversity and respond to global climate change. Therefore, we are constantly reducing the energy consumption and the quantity and the potential hazards of the materials used in our products.

Among other things, we plan to work together with our suppliers, customers and partners to make our entire value chain climate-neutral by 2045. We have developed a strategy for this with specific implementation measures.

The consideration of ethical principles along the entire commercial chain (so-called "Ethical Trade") is a given for us. We follow internationally recognised and certified initiatives, including the United Nations "Global Compact", or seek assessment by leading rating systems such as "EcoVadis".

As a result, we minimise exposure and risks for our employees as well as for the employees of our customers and the environment. This is our contribution to fairness and social cohesion.

Continuous improvement

We compare ourselves both inside and outside our group of companies to continuously improve economically and ecologically in a sustainable way.

Through regular reviews, we ensure that our processes meet the set standards and are continuously optimised.

While our key performance indicators make our results measurable and comparable, they are not the only aspects that are vital to assess the level of achievement. Feedback from employees and customers is another valuable tool for us to develop further. We encourage improvement suggestions through group-wide initiatives wherever possible.

In this way, we want to optimally control our processes and thus the entire company according to clearly defined criteria.

Health & diversity

We care about the health and well-being of our employees.

We promote the development of each and every individual as a basis for mutual trust and open and appreciative communication. Preventive measures and training help us minimise work-related health risks.

Regardless of age, gender, sexual orientation, race or religion – we welcome everyone. We believe that diversity in our workforce leads to more creative solutions and a better work environment. Discrimination and prejudice have no place here.

We value diversity and inclusion in our company.

Our ultimate goal is to act responsibly and develop our company in a future-proof way – for our customers, business partners and employees, as an attractive employer and "good neighbour".

This guideline serves as a supplement to the existing guidelines, policies and principles of the Klüber, Freudenberg Chemical Specialties and Freudenberg Groups and is based on our Code of Conduct.

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