

# Quality Policy

**The aim of our quality policy is to involve all employees in our visions and our aspirations for the future. We want to maintain and secure this objective by:**

- maintaining the quality management system according to DIN EN ISO 9001:2015 in order to continue to ensure the competitiveness of our company and customer satisfaction.
- efficient, environmentally friendly and resource-saving procurement and warehousing to ensure our ability to deliver and to achieve the CO<sub>2</sub> neutrality of our company.
- qualified personnel who have good technical and product knowledge as well as an understanding of the problems and needs of our internal and external customers.
- Quality is an essential part of the intimus brand. Our quality vision is: "intimus stands for TOP quality".

Our quality vision is based on the following principles:

- What quality is, is solely determined by the customer.
- Quality means understanding and exceeding customer expectations.
- Quality starts at the management level.
- Quality concerns all employees.
- Quality must be integrated into products and processes from the very beginning.
- Quality is based on measurability and transparency.
- Quality requires continuous improvement.

The loyalty of our customers is a consequence and result of intimus' quality.

- Every single intimus employee - whether in product development or support - contributes to quality assurance. We work closely with our customers, partners and suppliers and regularly check how our quality is perceived by the customer.
- Our company lives a continuous improvement process that enables us to use fewer resources each year, which promotes our value creation, protects the environment and provides our customers with high-quality products.
- The goal of our activities is the satisfaction of our customers, to whom we want to be a competent partner in order to achieve a long-term business relationship.

Markdorf, 9 January 2023

A handwritten signature in black ink, appearing to read "Iris Thum-Niegel". The signature is written in a cursive style with a large, looping initial "I".

Iris Thum-Niegel  
CEO