



# Company policy

Smarter solutions for a digital planet

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## Foreword

We place the highest quality demands on our products.

Our innovation expertise is based on decades of **experience** and **partnership** with our customers and business partners.

In times when the market is becoming ever more demanding and international competition is growing, the importance of quality and cost-effectiveness as a competitive factor continues to increase. A holistic approach is important to us: Each department with all its employees contributes its part to the quality of our product and is therefore jointly responsible for the overall quality of the end product.

The management has defined the following corporate policy. This includes the quality principles and the code of conduct of DESIGNA Verkehrsleittechnik.

## Quality Principles

We, DESIGNA Verkehrsleittechnik GmbH, are a company certified according to DIN ISO 9001:2015 and live the principle of continuous improvement.

In order to live up to our claim of always delivering our products "in time, cost and quality", we live by the following principles:

### Customer orientation

Customer wishes and requirements are a basis for value creation in the company. Customer satisfaction is a reflection of the quality of the product or service.

It is important for DESIGNA Verkehrsleittechnik to evaluate and implement the needs and requirements of customers and/or potential customers.

The path to complete customer satisfaction is the quality and reliability of the product or service, as well as absolute adherence to deadlines.

### Management

Good quality is provided by people. The managers and the top management act as role models and create the conditions for communicating the quality policy and the associated quality objectives as well as the corporate strategy to employees. This is done with the direct involvement of employees.

We are constantly improving our processes and internal communication.

### Involvement of employees

The achievement of the quality goals can only be achieved with committed and competent employees at all levels. At DESIGNA Verkehrsleittechnik, employees are involved in quality management by regularly training on processes and being involved in the creation of the processes.

We at DESIGNA Verkehrsleittechnik provide all the necessary resources and recognize the performance and motivation of our employees. In this way, we increase personal initiative, mutual understanding and employee satisfaction.

We regularly conduct employee appraisals, involve employees in quality targets and promote cooperation with workshops.

## **Process-oriented approach**

The quality management of DESIGNA Verkehrsleittechnik consists of a large number of processes that are coordinated with each other and interlock like clockwork.

The processes are defined, documented, and coordinated with each other and, as output, form a basis for the next activity.

With a process map that shows the value chain of DESIGNA Verkehrsleittechnik, it is clearly anchored that corporate activities involve upstream and downstream activities.

The goal is to achieve the best possible results in the long term.

## **Continuous improvement**

We are constantly and continuously improving. Adapting and optimizing processes is a top priority so that we can meet customer requirements.

Our aim is not only to maintain quality standards, but also to constantly improve them.

Regulated and transparent processes, target orientation and continuous improvement are ensured by internal quality management.

## **Fact-based approach to decision-making**

Decisions are based on factual data and facts. For DESIGNA Verkehrsleittechnik, fact-based decision-making means that all areas and levels of the company are involved, goals are formulated SMART, and these are evaluated and tracked.

## **Relationship management**

The company's performance and sustainable success are influenced by its relationships with its stakeholders. Effective and efficient communication enables relationships based on trust.

Top management and executives in particular are responsible for active relationship management and efficient communication.

## **Code of Conduct**

We promote fair and open cooperation and compliance with ethical standards in our company and with our partners.

We are convinced that respectful and appreciative interaction is a very important cornerstone for our success.

We have high standards for our interactions with each other and with our environment.

## **Scope of application**

This Code of Conduct is an integral part of all business relationships that exist in connection with the production and distribution of our products.

It applies to all subsidiaries of DESIGNA Verkehrsleittechnik GmbH as well as to all direct and indirect business partners. Our business partners are obliged to comply with the principles of this Code of Conduct.

## **Legal requirements**

We comply with the statutory provisions and all applicable laws, standards and other regulations.

## **Bribery and corruption**

We do not tolerate bribery or corruption. All business partners and their employees must behave in such a way that no personal dependency, obligation or influence arises.

The principles of business conduct should be fairness and compliance with the applicable national and international standards.

## **Fundamental rights of employees**

We treat all employees equally regardless of their skin color, race, nationality, social background, any disabilities, sexual orientations, political affiliations or religious beliefs, age or gender, thus ensuring equal opportunities.

We respect the personal dignity, privacy and personal rights of each individual.

We do not employ anyone against their will. We do not force anyone to work.

We do not tolerate unacceptable treatment of workers, such as psychological hardship, sexual and personal harassment or discrimination.

We do not tolerate behavior (including gestures, language, and physical contact) that is sexual, coercive, threatening, abusive, or exploitative.

We ensure appropriate remuneration and guarantee the established national minimum wage.

We comply with the maximum working hours stipulated by law.

## **Employee health and safety**

We are responsible for the health and safety of our employees.

We strive to contain risks and ensure the best possible care measures against accidents and occupational illnesses.

In addition, we provide regular training to ensure that all employees are knowledgeable about occupational safety.

## **Forced labor**

We reject any form of slavery, child labor or exploitation.

We see human life, freedom and the physical and mental integrity of the human being as the highest good.

We expect the same understanding from our partners at home and abroad. We will not work with partners who violate these principles.

## **Whistleblowing-System**

Through our open and appreciative corporate culture, we established a contribution to transparency. Our whistleblowing system ensures that misconduct in the company can be pointed out without it having negative consequences for the whistleblower.

## Occupational safety and environmental protection

We do not endanger ourselves or our environment.

We proactively avoid accidents and prevent injuries or other physical limitations of our employees.

We comply with legal norms and international standards regarding environmental protection.

We minimize environmental impact and continuously improve environmental protection.

We use the resources available to us sparingly.

## We also value the same principles in our supply chain

We promote compliance with the contents of the "Code of Conduct" among our suppliers.

We adhere to the principles of non-discrimination in the selection of suppliers and in our relations with suppliers.

We are dedicated to sourcing only materials and raw resources that are free from associations with conflict regions and that comply with fundamental standards for the protection of human rights, animal welfare, and the environment. This also excludes animal experiments of all kinds.

## Monitoring Code of Conduct

DESIGNA Verkehrsleittechnik GmbH is committed to ensuring compliance with the principles of this Code of Conduct.

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Florian Leiber, CTO

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Oliver Suter, CEO